

Enterprise Incident Report December 2011

As of 1/3/2012

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	5 5	0 0	5 5
		None	0 0	7 0	0 0	7 0
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	18 5	0 0	18 5
	Application Support - Content Manager	Nate Olson	0 0	3 0	0 0	3 0
		Randall Ottesen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - CUBS	Rick Kowalczyk	0	1	0	1
			0	1	0	1
		Weston Gross	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	3	0	3
			0	2	0	2
	Application Support - Data Warehouse	Anhkim Le	1	1	0	2
			0	0	0	0
		None	0	3	0	3
			0	0	0	0
		Shana Shirts	0	1	0	1
			0	0	0	0
		Trent Ady	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	1	7	0	8
			0	0	0	0
	Application Support - DBA	Douglas Larsen	0	1	0	1
			0	0	0	0
		Eric Swain	1	0	0	1
			0	0	0	0
	Application Support - DBA	None	0	12	0	12
			0	1	0	1
		Assigned to Individual Total	1	13	0	14
			0	1	0	1
	Application Support - EFIND	Anhkim Le	0	7	0	7
			0	0	0	0
	Application Support - EFIND	None	0	10	0	10
			0	1	0	1

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - EFIND	Assigned to Individual Total	0	17	0	17
			0	1	0	1
	Application Support - EREP	David Moffitt	0	22	0	22
			0	3	0	3
		None	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	24	0	24
			0	3	0	3
	Application Support - EREP IA	Amberly Hoang	0	6	0	6
			0	0	0	0
		Charise Asleson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	7	0	7
			0	0	0	0
	Application Support - MyCase	Ilya Oyzerskiy	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - Single Signon	Justin Miller	0	2	0	2
			0	0	0	0
		Lori Newren	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	4	0	4
			0	2	0	2
	Application Support - Thin Client	Bonnie Snider	0	2	0	2
			0	1	0	1
		Janis Race-Bigelow	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Thin Client	Assigned to Individual Total	0	3	0	3
			0	1	0	1
	Application Support - UI Web	Brett Judd	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - UWORKS	Eric Strong	0	52	0	52
			0	2	0	2
		Jeff Pryor	0	3	0	3
			0	0	0	0
		None	0	29	0	29
			0	2	0	2
		Assigned to Individual Total	0	84	0	84
			0	4	0	4
	Application Support - Web Dev	Chad Thompson	0	1	0	1
			0	0	0	0
		Justin Miller	0	3	0	3
			0	0	0	0
		None	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	6	0	6
			0	0	0	0
	Campus Networking	David Sedei	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Capitol Hosting	Curtis Parker	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Capitol Hosting	Kyle Burkhardt	0 0	1 0	0 0	1 0
		Matt Dunlap	0 0	2 0	0 0	2 0
		Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Database Services	None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Desktop Services Management	Dallas DiFrancesco	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Boyd Webb	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	8 8	0 0	8 8
		Eileen Dubach	0 0	4 4	0 0	4 4
		James Stearns	0 0	3 3	0 0	3 3
		Julie VanBeekum	0 0	1 1	0 0	1 1

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			High	Low	Medium	FCR Total
Workforce Services	Help Desk	Vicky Marrelli	0 0	8 8	0 0	8 8
		Assigned to Individual Total	0 0	24 24	0 0	24 24
	Metro A Desktop Support	Adam Staks	0 0	23 9	0 0	23 9
		Edward Fortner	0 0	19 9	0 0	19 9
		James Kammeyer	0 0	3 0	0 0	3 0
		Kraig Ellis	0 0	13 3	0 0	13 3
		Mike Beynon	0 0	7 0	0 0	7 0
		Mike Wilde	0 0	9 6	0 0	9 6
		Robert Wall	0 0	36 21	1 1	37 22
		Tracy VanderVaart	0 0	25 5	0 0	25 5
		Assigned to Individual Total	0 0	135 53	1 1	136 54
	Metro A Help Desk	Cindy Schroeder	0 0	161 125	0 0	161 125
		Ed Conrad	0 0	144 116	1 1	145 117
		Liz Evans	0 0	94 84	0 0	94 84

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			High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	399	1	400
			0	325	1	326
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Jeff Bartholomew	0	7	0	7
			0	0	0	0
		Keith Scholl	0	1	2	3
			0	0	0	0
		None	0	26	0	26
			0	1	0	1
		Tom Carney	1	9	0	10
			0	0	0	0
		Assigned to Individual Total	1	44	2	47
			0	1	0	1
	Metro B Desktop Support	Anthony Booyse	0	1	0	1
			0	0	0	0
		Jay Locker	0	4	0	4
			0	0	0	0
		Ken Bolkcom	0	1	0	1
			0	0	0	0
		Michael Barth	0	4	0	4
			0	0	0	0
		Peter Musser	0	1	0	1
			0	0	0	0
		Sean Chadbourne	0	6	0	6
			0	0	0	0
		Wayne Higgs	0	17	0	17
			0	4	0	4

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			High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	34	0	34
			0	4	0	4
	Metro B Help Desk	Gary Graham	0	6	0	6
			0	6	0	6
		Janet Hongsyvilay	0	5	0	5
			0	5	0	5
		Val Shepherd	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	0	14	0	14
			0	13	0	13
	Metro C Help Desk	Reed Stohel	0	3	0	3
			0	3	0	3
		Ross Owen	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	6	0	6
			0	6	0	6
	Metro D Help Desk	Jed Patrick	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Network Operations	Brian Chatwin	0	2	0	2
			0	0	0	0
		Dave Bodily	0	7	0	7
			0	0	0	0
		J. L. Flack	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	10	0	10
			0	1	0	1

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			High	Low	Medium	FCR Total
Workforce Services	Operations Production Control	Christie Burnham	1	148	0	149
			1	146	0	147
		Duane Hardy	0	17	0	17
			0	13	0	13
	Assigned to Individual Total		1	165	0	166
			1	159	0	160
	Rural Central Desktop Support	Gerald Adams	0	2	0	2
			0	0	0	0
		Jay Barfuss	0	2	0	2
			0	2	0	2
		Jeremy Standifird	0	9	0	9
			0	0	0	0
		Jessica Purcell	0	17	0	17
			0	13	0	13
		Paul Petersen	0	22	0	22
			0	20	0	20
		Rod Montoya	0	52	0	52
			0	50	0	50
		Ron LeBaron	0	12	0	12
			0	8	0	8
		Todd Hardy	0	8	0	8
			0	8	0	8
	Assigned to Individual Total		0	125	0	125
			0	101	0	101
	Rural North Desktop Support	Dane Smith	0	4	0	4
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Don Higgs	0	26	0	26
			0	14	0	14
		Kim Ratushniak	0	27	0	27
			0	24	0	24
		Neil Smedley	0	21	0	21
			0	7	0	7
		Ruston McKay	0	21	0	21
			0	21	0	21
	Rural South Desktop Support	Ryan Casey	0	7	0	7
			0	1	0	1
		Steven Haderlie	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	107	0	107
			0	68	0	68
		Doug Chaston	0	7	0	7
			0	3	0	3
	Rural South Desktop Support	Doug Thornton	0	4	0	4
			0	3	0	3
		Joel Finlinson	0	1	0	1
			0	0	0	0
		Lance Nay	0	4	0	4
			0	2	0	2
		Lane Adams	0	4	0	4
			0	0	0	0
	Rural South Desktop Support	Meladye Shively	0	2	0	2
			0	0	0	0
	Rural South Desktop Support	Ryan Bennett	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0	7	0	7
			0	4	0	4
		Assigned to Individual Total	0	30	0	30
			0	12	0	12
	Security	Bart Grant	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Strategic Communications	Luis Larios	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Britany Finlay	0	10	0	10
			0	0	0	0
		Gail Christiansen	0	12	3	15
			0	0	0	0
		Kelly Johnson	0	3	0	3
			0	0	0	0
		Leon Owen	0	2	0	2
			0	0	0	0
	Voice/Data/WAN Services	Lois Schow	0	1	0	1
			0	0	0	0
		Romanza Hamblin	0	12	1	13
			0	6	0	6
		Assigned to Individual Total	0	40	4	44
			0	6	0	6
		Greg Blessing	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 1	1,342 795	8 2	1,354 798
	Customer Company Total		4 1	1,342 795	8 2	1,354 798

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	5 1	0 0	5 1
		None	0 0	7 0	0 0	7 0
		Tony Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	18 2	0 0	18 2
	Application Support - Content Manager	Nate Olson	0 0	3 0	0 0	3 0
		Randall Ottesen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - CUBS	Rick Kowalczyk	0	1	0	1
			0	1	0	1
		Weston Gross	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	3	0	3
			0	2	0	2
	Application Support - Data Warehouse	Anhkim Le	1	1	0	2
			0	0	0	0
		None	0	3	0	3
			0	0	0	0
		Shana Shirts	0	1	0	1
			0	0	0	0
	Application Support - DBA	Trent Ady	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	1	7	0	8
			0	0	0	0
	Application Support - DBA	Douglas Larsen	0	1	0	1
			0	1	0	1
		Eric Swain	1	0	0	1
			1	0	0	1
	Application Support - DBA	None	0	12	0	12
			0	0	0	0
		Assigned to Individual Total	1	13	0	14
			1	1	0	2
	Application Support - EFIND	Anhkim Le	0	7	0	7
			0	0	0	0
	Application Support - EFIND	None	0	10	0	10
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - EFIND	Assigned to Individual Total	0 0	17 0	0 0	17 0
	Application Support - EREP	David Moffitt	0 0	22 2	0 0	22 2
		None	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	24 2	0 0	24 2
	Application Support - EREP IA	Amberly Hoang	0 0	6 2	0 0	6 2
		Charise Asleson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 2	0 0	7 2
	Application Support - MyCase	Ilya Oyzerskiy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Single Signon	Justin Miller	0 0	2 0	0 0	2 0
		Lori Newren	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Application Support - Thin Client	Bonnie Snider	0 0	2 0	0 0	2 0
		Janis Race-Bigelow	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Thin Client	Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - UI Web	Brett Judd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	0 0	52 31	0 0	52 31
		Jeff Pryor	0 0	3 1	0 0	3 1
		None	0 0	29 0	0 0	29 0
		Assigned to Individual Total	0 0	84 32	0 0	84 32
	Application Support - Web Dev	Chad Thompson	0 0	1 0	0 0	1 0
		Justin Miller	0 0	3 0	0 0	3 0
		None	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Campus Networking	David Sedei	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1

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			High	Low	Medium	MIR Total
Workforce Services	Capitol Hosting	Kyle Burkhardt	0 0	1 1	0 0	1 1
		Matt Dunlap	0 0	2 0	0 0	2 0
		Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Database Services	None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Desktop Services Management	Dallas DiFrancesco	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Boyd Webb	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	8 0	0 0	8 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Help Desk	Vicky Marrelli	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Metro A Desktop Support	Adam Staks	0 0	23 2	0 0	23 2
		Edward Fortner	0 0	19 3	0 0	19 3
		James Kammeyer	0 0	3 0	0 0	3 0
		Kraig Ellis	0 0	13 0	0 0	13 0
		Mike Beynon	0 0	7 0	0 0	7 0
		Mike Wilde	0 0	9 1	0 0	9 1
		Robert Wall	0 0	36 2	1 0	37 2
		Tracy VanderVaart	0 0	25 0	0 0	25 0
		Assigned to Individual Total	0 0	135 8	1 0	136 8
	Metro A Help Desk	Cindy Schroeder	0 0	161 0	0 0	161 0
		Ed Conrad	0 0	144 0	1 0	145 0
		Liz Evans	0 0	94 0	0 0	94 0

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			High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	399	1	400
			0	0	0	0
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Jeff Bartholomew	0	7	0	7
			0	0	0	0
		Keith Scholl	0	1	2	3
			0	0	0	0
		None	0	26	0	26
			0	0	0	0
		Tom Carney	1	9	0	10
			1	0	0	1
		Assigned to Individual Total	1	44	2	47
			1	0	0	1
	Metro B Desktop Support	Anthony Booyse	0	1	0	1
			0	0	0	0
		Jay Locker	0	4	0	4
			0	0	0	0
		Ken Bolkcom	0	1	0	1
			0	0	0	0
		Michael Barth	0	4	0	4
			0	0	0	0
		Peter Musser	0	1	0	1
			0	0	0	0
		Sean Chadbourne	0	6	0	6
			0	0	0	0
		Wayne Higgs	0	17	0	17
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	34	0	34
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	6	0	6
			0	0	0	0
		Janet Hongsyvilay	0	5	0	5
			0	0	0	0
		Val Shepherd	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	14	0	14
			0	0	0	0
	Metro C Help Desk	Reed Stohel	0	3	0	3
			0	0	0	0
		Ross Owen	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	6	0	6
			0	0	0	0
	Metro D Help Desk	Jed Patrick	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Network Operations	Brian Chatwin	0	2	0	2
			0	0	0	0
		Dave Bodily	0	7	0	7
			0	0	0	0
		J. L. Flack	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Operations Production Control	Christie Burnham	1 0	148 0	0 0	149 0
		Duane Hardy	0 0	17 0	0 0	17 0
		Assigned to Individual Total	1 0	165 0	0 0	166 0
	Rural Central Desktop Support	Gerald Adams	0 0	2 0	0 0	2 0
		Jay Barfuss	0 0	2 0	0 0	2 0
		Jeremy Standifird	0 0	9 1	0 0	9 1
		Jessica Purcell	0 0	17 0	0 0	17 0
		Paul Petersen	0 0	22 0	0 0	22 0
		Rod Montoya	0 0	52 0	0 0	52 0
		Ron LeBaron	0 0	12 0	0 0	12 0
		Todd Hardy	0 0	8 0	0 0	8 0
		Troy Morris	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	125 1	0 0	125 1
	Rural North Desktop Support	Dane Smith	0 0	4 0	0 0	4 0

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			High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Don Higgs	0 0	26 1	0 0	26 1
		Kim Ratushniak	0 0	27 0	0 0	27 0
		Neil Smedley	0 0	21 0	0 0	21 0
		Ruston McKay	0 0	21 0	0 0	21 0
		Ryan Casey	0 0	7 2	0 0	7 2
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	107 3	0 0	107 3
	Rural South Desktop Support	Doug Chaston	0 0	7 0	0 0	7 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	1 0	0 0	1 0
		Lance Nay	0 0	4 0	0 0	4 0
		Lane Adams	0 0	4 0	0 0	4 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Ryan Bennett	0 0	1 1	0 0	1 1

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	30 1	0 0	30 1
	Security	Bart Grant	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	0 0	10 0	0 0	10 0
		Gail Christiansen	0 0	12 0	3 0	15 0
		Kelly Johnson	0 0	3 0	0 0	3 0
		Leon Owen	0 0	2 0	0 0	2 0
		Lois Schow	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	12 0	1 0	13 0
		Assigned to Individual Total	0 0	40 0	4 0	44 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Assigned Group Total		4	1,342	8	1,354
			2	56	0	58
Customer Company Total			4	1,342	8	1,354
			2	56	0	58

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Bart Purser	0 0.00	1 0.00	0 0.00	1 0.00
		Danielle Hood	0 0.00	1 0.49	0 0.00	1 0.49
		Dustin Crump	0 0.00	1 0.68	0 0.00	1 0.68
		Ken Ainge	0 0.00	1 0.00	0 0.00	1 0.00
		Martin Gonzalez	0 0.00	5 0.34	0 0.00	5 0.34
		None	0 0.00	7 0.00	0 0.00	7 0.00
		Tony Larsen	0 0.00	2 2.50	0 0.00	2 2.50
		Assigned to Individual Total	0 0.00	18 0.44	0 0.00	18 0.44
	Application Support - Content Manager	Nate Olson	0 0.00	3 0.36	0 0.00	3 0.36
		Randall Ottesen	0 0.00	2 0.07	0 0.00	2 0.07
		Assigned to Individual Total	0 0.00	5 0.24	0 0.00	5 0.24

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - CUBS	Rick Kowalczyk	0 0.00	1 1.72	0 0.00	1 1.72
		Weston Gross	0 0.00	2 0.74	0 0.00	2 0.74
		Assigned to Individual Total	0 0.00	3 1.07	0 0.00	3 1.07
	Application Support - Data Warehouse	Anhkim Le	1 1.00	1 0.00	0 0.00	2 0.50
		None	0 0.00	3 0.00	0 0.00	3 0.00
		Shana Shirts	0 0.00	1 0.03	0 0.00	1 0.03
		Trent Ady	0 0.00	2 0.59	0 0.00	2 0.59
		Assigned to Individual Total	1 1.00	7 0.17	0 0.00	8 0.28
	Application Support - DBA	Douglas Larsen	0 0.00	1 24.01	0 0.00	1 24.01
		Eric Swain	1 2.45	0 0.00	0 0.00	1 2.45
		None	0 0.00	12 0.00	0 0.00	12 0.00
		Assigned to Individual Total	1 2.45	13 1.85	0 0.00	14 1.89
	Application Support - EFIND	Anhkim Le	0 0.00	7 0.33	0 0.00	7 0.33
		None	0 0.00	10 0.00	0 0.00	10 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EFIND	Assigned to Individual Total	0 0.00	17 0.13	0 0.00	17 0.13
	Application Support - EREP	David Moffitt	0 0.00	22 0.14	0 0.00	22 0.14
		None	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	24 0.13	0 0.00	24 0.13
	Application Support - EREP IA	Amberly Hoang	0 0.00	6 3.67	0 0.00	6 3.67
		Charise Asleson	0 0.00	1 0.94	0 0.00	1 0.94
		Assigned to Individual Total	0 0.00	7 3.28	0 0.00	7 3.28
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	0 0.00	1 0.12	0 0.00	1 0.12
	Application Support - Single Signon	Justin Miller	0 0.00	2 0.42	0 0.00	2 0.42
		Lori Newren	0 0.00	2 0.13	0 0.00	2 0.13
		Assigned to Individual Total	0 0.00	4 0.28	0 0.00	4 0.28
	Application Support - Thin Client	Bonnie Snider	0 0.00	2 0.00	0 0.00	2 0.00
		Janis Race-Bigelow	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Thin Client	Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Application Support - UI Web	Brett Judd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - UWORKS	Eric Strong	0 0.00	52 3.69	0 0.00	52 3.69
		Jeff Pryor	0 0.00	3 15.85	0 0.00	3 15.85
		None	0 0.00	29 0.00	0 0.00	29 0.00
		Assigned to Individual Total	0 0.00	84 2.85	0 0.00	84 2.85
	Application Support - Web Dev	Chad Thompson	0 0.00	1 0.15	0 0.00	1 0.15
		Justin Miller	0 0.00	3 0.62	0 0.00	3 0.62
		None	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	6 0.34	0 0.00	6 0.34
	Campus Networking	David Sedei	0 0.00	2 0.16	0 0.00	2 0.16
		Assigned to Individual Total	0 0.00	2 0.16	0 0.00	2 0.16
	Capitol Hosting	Curtis Parker	0 0.00	1 21.96	0 0.00	1 21.96

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Capitol Hosting	Kyle Burkhardt	0 0.00	1 34.82	0 0.00	1 34.82
		Matt Dunlap	0 0.00	2 0.00	0 0.00	2 0.00
		Mike Tyrrell	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 11.36	0 0.00	5 11.36
	Database Services	None	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Desktop Services Management	Dallas DiFrancesco	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	1 0.29	0 0.00	1 0.29
	Enterprise Security	Boyd Webb	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	8 0.00	0 0.00	8 0.00
		Eileen Dubach	0 0.00	4 0.00	0 0.00	4 0.00
		James Stearns	0 0.00	3 0.00	0 0.00	3 0.00
		Julie VanBeekum	0 0.00	1 0.07	0 0.00	1 0.07

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Help Desk	Vicky Marrelli	0 0.00	8 0.00	0 0.00	8 0.00
		Assigned to Individual Total	0 0.00	24 0.00	0 0.00	24 0.00
	Metro A Desktop Support	Adam Staks	0 0.00	23 0.31	0 0.00	23 0.31
		Edward Fortner	0 0.00	19 0.42	0 0.00	19 0.42
		James Kammeyer	0 0.00	3 0.17	0 0.00	3 0.17
		Kraig Ellis	0 0.00	13 0.25	0 0.00	13 0.25
		Mike Beynon	0 0.00	7 0.07	0 0.00	7 0.07
		Mike Wilde	0 0.00	9 0.15	0 0.00	9 0.15
		Robert Wall	0 0.00	36 0.29	1 0.04	37 0.28
		Tracy VanderVaart	0 0.00	25 0.10	0 0.00	25 0.10
		Assigned to Individual Total	0 0.00	135 0.25	1 0.04	136 0.25
	Metro A Help Desk	Cindy Schroeder	0 0.00	161 0.01	0 0.00	161 0.01
		Ed Conrad	0 0.00	144 0.02	1 0.08	145 0.02
		Liz Evans	0 0.00	94 0.01	0 0.00	94 0.01

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0 0.00	399 0.01	1 0.08	400 0.01
	Metro A Hosting	Chris Kunde	0 0.00	1 0.45	0 0.00	1 0.45
		Jeff Bartholomew	0 0.00	7 0.00	0 0.00	7 0.00
		Keith Scholl	0 0.00	1 0.00	2 0.00	3 0.00
		None	0 0.00	26 0.00	0 0.00	26 0.00
		Tom Carney	1 1.60	9 0.02	0 0.00	10 0.18
		Assigned to Individual Total	1 1.60	44 0.02	2 0.00	47 0.05
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.08	0 0.00	1 0.08
		Jay Locker	0 0.00	4 0.03	0 0.00	4 0.03
		Ken Bolkcom	0 0.00	1 0.00	0 0.00	1 0.00
		Michael Barth	0 0.00	4 0.01	0 0.00	4 0.01
		Peter Musser	0 0.00	1 0.00	0 0.00	1 0.00
		Sean Chadbourne	0 0.00	6 0.11	0 0.00	6 0.11
		Wayne Higgs	0 0.00	17 0.04	0 0.00	17 0.04

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0 0.00	34 0.05	0 0.00	34 0.05
	Metro B Help Desk	Gary Graham	0 0.00	6 0.00	0 0.00	6 0.00
		Janet Hongsyvilay	0 0.00	5 0.00	0 0.00	5 0.00
		Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	14 0.00	0 0.00	14 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Ross Owen	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Metro D Help Desk	Jed Patrick	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	0 0.00	2 0.00	0 0.00	2 0.00
		Dave Bodily	0 0.00	7 0.08	0 0.00	7 0.08
		J. L. Flack	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	10 0.05	0 0.00	10 0.05

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Operations Production Control	Christie Burnham	1 0.00	148 0.00	0 0.00	149 0.00
		Duane Hardy	0 0.00	17 0.03	0 0.00	17 0.03
		Assigned to Individual Total	1 0.00	165 0.00	0 0.00	166 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	2 0.00	0 0.00	2 0.00
		Jay Barfuss	0 0.00	2 0.00	0 0.00	2 0.00
		Jeremy Standifird	0 0.00	9 0.12	0 0.00	9 0.12
		Jessica Purcell	0 0.00	17 0.05	0 0.00	17 0.05
		Paul Petersen	0 0.00	22 0.03	0 0.00	22 0.03
		Rod Montoya	0 0.00	52 0.00	0 0.00	52 0.00
		Ron LeBaron	0 0.00	12 0.03	0 0.00	12 0.03
		Todd Hardy	0 0.00	8 0.00	0 0.00	8 0.00
		Troy Morris	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	125 0.02	0 0.00	125 0.02
	Rural North Desktop Support	Dane Smith	0 0.00	4 0.03	0 0.00	4 0.03

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Don Higgs	0 0.00	26 0.12	0 0.00	26 0.12
		Kim Ratushniak	0 0.00	27 0.04	0 0.00	27 0.04
		Neil Smedley	0 0.00	21 0.06	0 0.00	21 0.06
		Ruston McKay	0 0.00	21 0.00	0 0.00	21 0.00
		Ryan Casey	0 0.00	7 0.68	0 0.00	7 0.68
		Steven Haderlie	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	107 0.10	0 0.00	107 0.10
	Rural South Desktop Support	Doug Chaston	0 0.00	7 0.16	0 0.00	7 0.16
		Doug Thornton	0 0.00	4 0.19	0 0.00	4 0.19
		Joel Finlinson	0 0.00	1 0.34	0 0.00	1 0.34
		Lance Nay	0 0.00	4 0.13	0 0.00	4 0.13
		Lane Adams	0 0.00	4 0.12	0 0.00	4 0.12
		Meladye Shively	0 0.00	2 0.08	0 0.00	2 0.08
		Ryan Bennett	0 0.00	1 1.23	0 0.00	1 1.23

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0.00	7 0.03	0 0.00	7 0.03
		Assigned to Individual Total	0 0.00	30 0.16	0 0.00	30 0.16
	Security	Bart Grant	0 0.00	2 0.36	0 0.00	2 0.36
		Assigned to Individual Total	0 0.00	2 0.36	0 0.00	2 0.36
	Strategic Communications	Luis Larios	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Britany Finlay	0 0.00	10 0.17	0 0.00	10 0.17
		Gail Christiansen	0 0.00	12 0.31	3 0.25	15 0.30
		Kelly Johnson	0 0.00	3 0.29	0 0.00	3 0.29
		Leon Owen	0 0.00	2 0.33	0 0.00	2 0.33
		Lois Schow	0 0.00	1 0.08	0 0.00	1 0.08
		Romanza Hamblin	0 0.00	12 0.23	1 0.15	13 0.22
		Assigned to Individual Total	0 0.00	40 0.24	4 0.23	44 0.24
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Assigned Group Total		4 1.26	1,342 0.33	8 0.13	1,354 0.33
Customer Company Total			4 1.26	1,342 0.33	8 0.13	1,354 0.33

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	5 0	0 0	5 0
		None	0 0	7 0	0 0	7 0
		Tony Larsen	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	18 2	0 0	18 2
	Application Support - Content Manager	Nate Olson	0 0	3 0	0 0	3 0
		Randall Ottesen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - CUBS	Rick Kowalczyk	0 0	1 0	0 0	1 0
		Weston Gross	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Application Support - Data Warehouse	Anhkim Le	1 0	1 0	0 0	2 0
		None	0 0	3 0	0 0	3 0
		Shana Shirts	0 0	1 0	0 0	1 0
		Trent Ady	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	7 0	0 0	8 0
	Application Support - DBA	Douglas Larsen	0 0	1 1	0 0	1 1
		Eric Swain	1 0	0 0	0 0	1 0
		None	0 0	12 0	0 0	12 0
		Assigned to Individual Total	1 0	13 1	0 0	14 1
	Application Support - EFIND	Anhkim Le	0 0	7 0	0 0	7 0
		None	0 0	10 0	0 0	10 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - EFIND	Assigned to Individual Total	0	17	0	17
			0	0	0	0
	Application Support - EREP	David Moffitt	0	22	0	22
			0	0	0	0
		None	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	24	0	24
			0	0	0	0
	Application Support - EREP IA	Amberly Hoang	0	6	0	6
			0	1	0	1
		Charise Asleson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	7	0	7
			0	1	0	1
	Application Support - MyCase	Ilya Oyzerskiy	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - Single Signon	Justin Miller	0	2	0	2
			0	0	0	0
		Lori Newren	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Application Support - Thin Client	Bonnie Snider	0	2	0	2
			0	0	0	0
		Janis Race-Bigelow	0	1	0	1
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Thin Client	Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - UI Web	Brett Judd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	0 0	52 8	0 0	52 8
		Jeff Pryor	0 0	3 1	0 0	3 1
		None	0 0	29 0	0 0	29 0
		Assigned to Individual Total	0 0	84 9	0 0	84 9
	Application Support - Web Dev	Chad Thompson	0 0	1 0	0 0	1 0
		Justin Miller	0 0	3 0	0 0	3 0
		None	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Campus Networking	David Sedei	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Capitol Hosting	Kyle Burkhardt	0 0	1 1	0 0	1 1
		Matt Dunlap	0 0	2 0	0 0	2 0
		Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Database Services	None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Desktop Services Management	Dallas DiFrancesco	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Enterprise Security	Boyd Webb	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	8 0	0 0	8 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Help Desk	Vicky Marrelli	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Metro A Desktop Support	Adam Staks	0 0	23 1	0 0	23 1
		Edward Fortner	0 0	19 0	0 0	19 0
		James Kammeyer	0 0	3 0	0 0	3 0
		Kraig Ellis	0 0	13 0	0 0	13 0
		Mike Beynon	0 0	7 0	0 0	7 0
		Mike Wilde	0 0	9 0	0 0	9 0
		Robert Wall	0 0	36 0	1 0	37 0
		Tracy VanderVaart	0 0	25 1	0 0	25 1
		Assigned to Individual Total	0 0	135 2	1 0	136 2
	Metro A Help Desk	Cindy Schroeder	0 0	161 0	0 0	161 0
		Ed Conrad	0 0	144 0	1 0	145 0
		Liz Evans	0 0	94 0	0 0	94 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	399	1	400
			0	0	0	0
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Jeff Bartholomew	0	7	0	7
			0	0	0	0
		Keith Scholl	0	1	2	3
			0	0	0	0
		None	0	26	0	26
			0	0	0	0
		Tom Carney	1	9	0	10
			0	0	0	0
		Assigned to Individual Total	1	44	2	47
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	1	0	1
			0	0	0	0
		Jay Locker	0	4	0	4
			0	1	0	1
		Ken Bolkcom	0	1	0	1
			0	0	0	0
		Michael Barth	0	4	0	4
			0	0	0	0
		Peter Musser	0	1	0	1
			0	0	0	0
		Sean Chadbourne	0	6	0	6
			0	0	0	0
		Wayne Higgs	0	17	0	17
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	34	0	34
			0	1	0	1
	Metro B Help Desk	Gary Graham	0	6	0	6
			0	0	0	0
		Janet Hongsyvilay	0	5	0	5
			0	0	0	0
		Val Shepherd	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	14	0	14
			0	0	0	0
	Metro C Help Desk	Reed Stohel	0	3	0	3
			0	0	0	0
		Ross Owen	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	6	0	6
			0	0	0	0
	Metro D Help Desk	Jed Patrick	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Network Operations	Brian Chatwin	0	2	0	2
			0	0	0	0
		Dave Bodily	0	7	0	7
			0	1	0	1
		J. L. Flack	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	1	0	1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Operations Production Control	Christie Burnham	1 0	148 0	0 0	149 0
		Duane Hardy	0 0	17 0	0 0	17 0
		Assigned to Individual Total	1 0	165 0	0 0	166 0
	Rural Central Desktop Support	Gerald Adams	0 0	2 0	0 0	2 0
		Jay Barfuss	0 0	2 0	0 0	2 0
		Jeremy Standifird	0 0	9 1	0 0	9 1
		Jessica Purcell	0 0	17 0	0 0	17 0
		Paul Petersen	0 0	22 0	0 0	22 0
		Rod Montoya	0 0	52 0	0 0	52 0
		Ron LeBaron	0 0	12 0	0 0	12 0
		Todd Hardy	0 0	8 0	0 0	8 0
		Troy Morris	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	125 1	0 0	125 1
	Rural North Desktop Support	Dane Smith	0 0	4 0	0 0	4 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Don Higgs	0 0	26 0	0 0	26 0
		Kim Ratushniak	0 0	27 0	0 0	27 0
		Neil Smedley	0 0	21 0	0 0	21 0
		Ruston McKay	0 0	21 0	0 0	21 0
		Ryan Casey	0 0	7 0	0 0	7 0
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	107 0	0 0	107 0
	Rural South Desktop Support	Doug Chaston	0 0	7 0	0 0	7 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	1 0	0 0	1 0
		Lance Nay	0 0	4 0	0 0	4 0
		Lane Adams	0 0	4 0	0 0	4 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Ryan Bennett	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	30 0	0 0	30 0
	Security	Bart Grant	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	0 0	10 0	0 0	10 0
		Gail Christiansen	0 0	12 1	3 0	15 1
		Kelly Johnson	0 0	3 0	0 0	3 0
		Leon Owen	0 0	2 0	0 0	2 0
		Lois Schow	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	12 0	1 0	13 0
		Assigned to Individual Total	0 0	40 1	4 0	44 1
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 0	1,342 24	8 0	1,354 24
Customer Company Total			4 0	1,342 24	8 0	1,354 24

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Workforce Services	Application Services	Bart Purser	0 0.00	1 2.66	0 0.00	1 2.66
		Danielle Hood	0 0.00	1 3.52	0 0.00	1 3.52
		Dustin Crump	0 0.00	1 0.71	0 0.00	1 0.71
		Ken Ainge	0 0.00	1 0.36	0 0.00	1 0.36
		Martin Gonzalez	0 0.00	5 1.09	0 0.00	5 1.09
		None	0 0.00	7 0.00	0 0.00	7 0.00
		Tony Larsen	0 0.00	2 9.77	0 0.00	2 9.77
		Assigned to Individual Total	0 0.00	18 2.69	0 0.00	18 2.69
	Application Support - Content Manager	Nate Olson	0 0.00	3 0.36	0 0.00	3 0.36
		Randall Ottesen	0 0.00	2 0.07	0 0.00	2 0.07
		Assigned to Individual Total	0 0.00	5 0.24	0 0.00	5 0.24

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - CUBS	Rick Kowalczyk	0 0.00	1 1.72	0 0.00	1 1.72
		Weston Gross	0 0.00	2 4.54	0 0.00	2 4.54
		Assigned to Individual Total	0 0.00	3 3.60	0 0.00	3 3.60
	Application Support - Data Warehouse	Anhkim Le	1 1.00	1	0 0.00	2 1.00
		None	0 0.00	3	0 0.00	3
		Shana Shirts	0 0.00	1 0.03	0 0.00	1 0.03
		Trent Ady	0 0.00	2 0.59	0 0.00	2 0.59
		Assigned to Individual Total	1 1.00	7 0.40	0 0.00	8 0.55
	Application Support - DBA	Douglas Larsen	0 0.00	1 449.42	0 0.00	1 449.42
		Eric Swain	1 2.45	0 0.00	0 0.00	1 2.45
		None	0 0.00	12	0 0.00	12
		Assigned to Individual Total	1 2.45	13 449.42	0 0.00	14 225.94
	Application Support - EFIND	Anhkim Le	0 0.00	7 1.25	0 0.00	7 1.25
		None	0 0.00	10	0 0.00	10

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - EFIND	Assigned to Individual Total	0 0.00	17 1.25	0 0.00	17 1.25
	Application Support - EREP	David Moffitt	0 0.00	22 0.77	0 0.00	22 0.77
		None	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	24 0.77	0 0.00	24 0.77
	Application Support - EREP IA	Amberly Hoang	0 0.00	6 3.67	0 0.00	6 3.67
		Charise Asleson	0 0.00	1 0.94	0 0.00	1 0.94
		Assigned to Individual Total	0 0.00	7 3.28	0 0.00	7 3.28
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	0 0.00	1 0.12	0 0.00	1 0.12
	Application Support - Single Signon	Justin Miller	0 0.00	2 2.86	0 0.00	2 2.86
		Lori Newren	0 0.00	2 0.28	0 0.00	2 0.28
		Assigned to Individual Total	0 0.00	4 1.57	0 0.00	4 1.57
	Application Support - Thin Client	Bonnie Snider	0 0.00	2 0.90	0 0.00	2 0.90
		Janis Race-Bigelow	0 0.00	1 0.95	0 0.00	1 0.95

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Thin Client	Assigned to Individual Total	0 0.00	3 0.91	0 0.00	3 0.91
	Application Support - UI Web	Brett Judd	0 0.00	1 3.86	0 0.00	1 3.86
		Assigned to Individual Total	0 0.00	1 3.86	0 0.00	1 3.86
	Application Support - UWORKS	Eric Strong	0 0.00	52 3.76	0 0.00	52 3.76
		Jeff Pryor	0 0.00	3 16.27	0 0.00	3 16.27
		None	0 0.00	29	0 0.00	29
		Assigned to Individual Total	0 0.00	84 4.44	0 0.00	84 4.44
	Application Support - Web Dev	Chad Thompson	0 0.00	1 0.15	0 0.00	1 0.15
		Justin Miller	0 0.00	3 0.71	0 0.00	3 0.71
		None	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	6 0.57	0 0.00	6 0.57
	Campus Networking	David Sedei	0 0.00	2 0.88	0 0.00	2 0.88
		Assigned to Individual Total	0 0.00	2 0.88	0 0.00	2 0.88
	Capitol Hosting	Curtis Parker	0 0.00	1 21.96	0 0.00	1 21.96

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Capitol Hosting	Kyle Burkhardt	0 0.00	1 64.54	0 0.00	1 64.54
		Matt Dunlap	0 0.00	2 0.00	0 0.00	2 0.00
		Mike Tyrrell	0 0.00	1 3.32	0 0.00	1 3.32
		Assigned to Individual Total	0 0.00	5 22.46	0 0.00	5 22.46
	Database Services	None	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	1	0 0.00	1
	Desktop Services Management	Dallas DiFrancesco	0 0.00	1 30.82	0 0.00	1 30.82
		Assigned to Individual Total	0 0.00	1 30.82	0 0.00	1 30.82
	Enterprise Security	Boyd Webb	0 0.00	1 126.14	0 0.00	1 126.14
		Assigned to Individual Total	0 0.00	1 126.14	0 0.00	1 126.14
	Help Desk	Brenda Treadway	0 0.00	8 0.00	0 0.00	8 0.00
		Eileen Dubach	0 0.00	4 0.00	0 0.00	4 0.00
		James Stearns	0 0.00	3 0.00	0 0.00	3 0.00
		Julie VanBeekum	0 0.00	1 0.22	0 0.00	1 0.22

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Help Desk	Vicky Marrelli	0 0.00	8 0.00	0 0.00	8 0.00
		Assigned to Individual Total	0 0.00	24 0.01	0 0.00	24 0.01
	Metro A Desktop Support	Adam Staks	0 0.00	23 1.49	0 0.00	23 1.49
		Edward Fortner	0 0.00	19 1.22	0 0.00	19 1.22
		James Kammeyer	0 0.00	3 0.39	0 0.00	3 0.39
		Kraig Ellis	0 0.00	13 1.11	0 0.00	13 1.11
		Mike Beynon	0 0.00	7 0.42	0 0.00	7 0.42
		Mike Wilde	0 0.00	9 0.48	0 0.00	9 0.48
		Robert Wall	0 0.00	34 1.13	1 0.53	35 1.11
		Tracy VanderVaart	0 0.00	25 0.64	0 0.00	25 0.64
		Assigned to Individual Total	0 0.00	133 1.01	1 0.53	134 1.01
	Metro A Help Desk	Cindy Schroeder	0 0.00	160 0.09	0 0.00	160 0.09
		Ed Conrad	0 0.00	144 0.25	1 0.47	145 0.25
		Liz Evans	0 0.00	94 0.08	0 0.00	94 0.08

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0 0.00	398 0.14	1 0.47	399 0.14
	Metro A Hosting	Chris Kunde	0 0.00	1 0.45	0 0.00	1 0.45
		Jeff Bartholomew	0 0.00	7	0 0.00	7
		Keith Scholl	0 0.00	1 0.84	2 0.00	3 0.28
		None	0 0.00	26	0 0.00	26
		Tom Carney	1 2.72	9 1.48	0 0.00	10 1.66
		Assigned to Individual Total	1 2.72	44 1.27	2 0.00	47 1.17
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.51	0 0.00	1 0.51
		Jay Locker	0 0.00	4 1.87	0 0.00	4 1.87
		Ken Bolkcom	0 0.00	1 1.39	0 0.00	1 1.39
		Michael Barth	0 0.00	4 2.63	0 0.00	4 2.63
		Peter Musser	0 0.00	1 5.58	0 0.00	1 5.58
		Sean Chadbourne	0 0.00	6 0.58	0 0.00	6 0.58
		Wayne Higgs	0 0.00	17 1.00	0 0.00	17 1.00

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	34	0	34
			0.00	1.35	0.00	1.35
	Metro B Help Desk	Gary Graham	0	6	0	6
			0.00	0.04	0.00	0.04
		Janet Hongsyvilay	0	5	0	5
			0.00	0.03	0.00	0.03
		Val Shepherd	0	3	0	3
			0.00	0.11	0.00	0.11
		Assigned to Individual Total	0	14	0	14
			0.00	0.05	0.00	0.05
	Metro C Help Desk	Reed Stohel	0	3	0	3
			0.00	0.00	0.00	0.00
		Ross Owen	0	3	0	3
			0.00	0.00	0.00	0.00
		Assigned to Individual Total	0	6	0	6
			0.00	0.00	0.00	0.00
	Metro D Help Desk	Jed Patrick	0	2	0	2
			0.00	0.00	0.00	0.00
		Assigned to Individual Total	0	2	0	2
			0.00	0.00	0.00	0.00
	Network Operations	Brian Chatwin	0	2	0	2
			0.00	2.33	0.00	2.33
		Dave Bodily	0	7	0	7
			0.00	16.52	0.00	16.52
		J. L. Flack	0	1	0	1
			0.00	1.88	0.00	1.88
		Assigned to Individual Total	0	10	0	10
			0.00	12.22	0.00	12.22

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Operations Production Control	Christie Burnham	1 0.00	148 0.01	0 0.00	149 0.01
		Duane Hardy	0 0.00	17 0.41	0 0.00	17 0.41
		Assigned to Individual Total	1 0.00	165 0.05	0 0.00	166 0.05
	Rural Central Desktop Support	Gerald Adams	0 0.00	2 1.54	0 0.00	2 1.54
		Jay Barfuss	0 0.00	2 0.00	0 0.00	2 0.00
		Jeremy Standifird	0 0.00	9 2.34	0 0.00	9 2.34
		Jessica Purcell	0 0.00	17 0.06	0 0.00	17 0.06
		Paul Petersen	0 0.00	22 0.93	0 0.00	22 0.93
		Rod Montoya	0 0.00	52 0.19	0 0.00	52 0.19
		Ron LeBaron	0 0.00	12 0.04	0 0.00	12 0.04
		Todd Hardy	0 0.00	8 1.71	0 0.00	8 1.71
		Troy Morris	0 0.00	1 0.45	0 0.00	1 0.45
		Assigned to Individual Total	0 0.00	125 0.58	0 0.00	125 0.58
	Rural North Desktop Support	Dane Smith	0 0.00	4 1.35	0 0.00	4 1.35

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Don Higgs	0 0.00	26 0.81	0 0.00	26 0.81
		Kim Ratuszniak	0 0.00	27 0.10	0 0.00	27 0.10
		Neil Smedley	0 0.00	21 0.23	0 0.00	21 0.23
		Ruston McKay	0 0.00	21 0.46	0 0.00	21 0.46
		Ryan Casey	0 0.00	7 1.12	0 0.00	7 1.12
		Steven Haderlie	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	107 0.50	0 0.00	107 0.50
	Rural South Desktop Support	Doug Chaston	0 0.00	7 0.16	0 0.00	7 0.16
		Doug Thornton	0 0.00	4 0.19	0 0.00	4 0.19
		Joel Finlinson	0 0.00	1 0.35	0 0.00	1 0.35
		Lance Nay	0 0.00	4 0.13	0 0.00	4 0.13
		Lane Adams	0 0.00	4 0.38	0 0.00	4 0.38
		Meladye Shively	0 0.00	2 0.62	0 0.00	2 0.62
		Ryan Bennett	0 0.00	1 1.23	0 0.00	1 1.23

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0.00	7 0.11	0 0.00	7 0.11
		Assigned to Individual Total	0 0.00	30 0.25	0 0.00	30 0.25
	Security	Bart Grant	0 0.00	2 0.55	0 0.00	2 0.55
		Assigned to Individual Total	0 0.00	2 0.55	0 0.00	2 0.55
	Strategic Communications	Luis Larios	0 0.00	1 2.04	0 0.00	1 2.04
		Assigned to Individual Total	0 0.00	1 2.04	0 0.00	1 2.04
	Voice Operations	Britany Finlay	0 0.00	10 0.77	0 0.00	10 0.77
		Gail Christiansen	0 0.00	12 1.79	3 0.27	15 1.48
		Kelly Johnson	0 0.00	3 0.67	0 0.00	3 0.67
		Leon Owen	0 0.00	2 0.33	0 0.00	2 0.33
		Lois Schow	0 0.00	1 0.17	0 0.00	1 0.17
		Romanza Hamblin	0 0.00	12 0.58	1 0.15	13 0.55
		Assigned to Individual Total	0 0.00	40 0.97	4 0.24	44 0.91
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 1.72	0 0.00	1 1.72

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	1 1.72	0 0.00	1 1.72
	Assigned Group Total		4 1.54	1,339 1.33	8 0.25	1,351 1.33
Customer Company Total			4 1.54	1,339 1.33	8 0.25	1,351 1.33

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Workforce Services

Detail

INC000000387863	Graham Murphy Application Support - DBA	None Douglas Larsen	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	24.01 449.42
INC000000406205	Michael Barrett Rural North Desktop Support	PC/Laptop Don Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.48
INC000000410714	Carol Conti Rural North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000411318	Kyle Preston Voice Operations	Telecom Gail Christiansen	IP Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 1.21
INC000000412052	Jennifer Mendoza Network Operations	Application J. L. Flack	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.88
INC000000415294	Levi Jones Rural South Desktop Support	PC/Laptop Meladye Shively	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000418224	Jennifer Mendoza Metro A Desktop Support	Network Kraig Ellis	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.44
INC000000420236	Nancy Galt Voice Operations	Telecom Gail Christiansen	CrossTalk/Noise/Static Workforce Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.32
INC000000420624	Carol Iowman Voice Operations	Telecom Gail Christiansen	CrossTalk/Noise/Static Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
INC000000421241	Thomas Paul Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	28.05 28.05
INC000000421379	Mary McConaughy Metro A Desktop Support	None James Kammeyer	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000421413	Kent Naisbitt Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.70
INC000000421861	Alan Dennis Capitol Hosting	Network Kyle Burkhardt	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	34.82 64.54
INC000000421900	Robert Van Vliet Metro A Desktop Support	Application Adam Staks	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.89
INC000000421972	Shauna Scott-Bellacomo Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.73
INC000000422254	Quinten Klingonsmith Enterprise Security	Application Boyd Webb	Error Workforce Services	dws web Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 126.14

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Workforce Services

INC000000422428	Ayelen Butler	None	None	None		TIR Missed: Yes	TIR:	1.58
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.58
INC000000422459	Sarah Smith	Application	Error	Utah Works		TIR Missed: Yes	TIR:	47.41
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	47.41
INC000000422496	Krzysztof Barchanski	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000422592	Marion Davis	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.85
INC000000422657	Janet Jolley	Application	Error	Utah Works		TIR Missed: Yes	TIR:	12.47
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	12.47
INC000000422709	Tori Henson	Application	Error	None		TIR Missed: No	TIR:	0.09
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000422711	Margie Mohler	Application	Error	Utah Works		TIR Missed: Yes	TIR:	12.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	12.00
INC000000422753	Kathaleen Williams	None	None	None		TIR Missed: No	TIR:	0.11
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.76
INC000000422831	Happi Hansen	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.24
INC000000422840	Nancy Galt	Telecom	Call Management	Telephone		TIR Missed: No	TIR:	0.64
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.94
INC000000423107	Gaylinn Frandsen	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000423111	Brady Olsen	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000423162	Jane Broadhead	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000423234	Jessica Stoker	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.69
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000423378	Jackie Bryant	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000423380	Jeff Godfrey	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000423384	Rachelle Rypien-Walker	None	None	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.13

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INC000000423400	Maryana Valles Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423412	Steve Cuthbert Voice Operations	None Gail Christiansen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.42
INC000000423415	Bradley Salmond Metro A Desktop Support	PC/Laptop Robert Wall	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 2.42
INC000000423417	Linda Rothenberger Rural South Desktop Support	PC/Laptop Doug Chaston	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423434	Andy Platt Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.73
INC000000423442	Valerie Argyle Network Operations	Network Dave Bodily	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.62
INC000000423453	Mohamed Ahmed Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423455	Leisha Brown Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423481	Kathryn Grover Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423486	Deann Iverson Rural South Desktop Support	PC/Laptop Scott Jesienouski	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000423490	Marilyn Larsen Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423500	Toni C Ansel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423503	Lynda R Myore Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423510	Andy Platt Rural South Desktop Support	Application Meladye Shively	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.07
INC000000423517	Natalie Henderson Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.24
INC000000423522	Casey Lance Application Support - Content Management	None Randall Ottesen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000423526	Ali Rasheed Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000423529	Cathy Maynard	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423540	Lani Wilson-Klingsporn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423541	Gordon Snow	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423555	Bettina Smith	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.48
INC000000423559	Debbie Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423565	Frances Curley	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000423575	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423577	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423594	Jane Broadhead	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000423613	Andrea Brunyer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423623	Ryan Betts	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.70
INC000000423628	Rachel Hancock	Telecom	None	Telephone		TIR Missed: No	TIR: 0.32
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.88
INC000000423649	Penney Chipp	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000423653	Lea Betty	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 1.00
	Application Support - Data Warehouse	Anhkim Le	Workforce Services	High	Closed	TTR Missed: No	TTR: 1.00
INC000000423654	Susan Kirby	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423655	Elizabeth Fitzpatrick	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000423656	Carolyn Rowland	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000423657	Leann Moffat Application Support - EFIND	Application Anhkim Le	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423658	Lisa C Peterson Application Support - EFIND	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423666	Sandy Flores Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423667	Vickie Olsen Application Support - EFIND	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423668	Iris Pruneda Application Support - EFIND	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423670	Stephanie Harding Application Support - EFIND	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423672	David Whiteside Application Support - EFIND	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423674	Brittney M Woodland Application Support - EFIND	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423675	Lisa Weinmuller Application Support - EFIND	Application Anhkim Le	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423677	Laura Carter Application Support - EFIND	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423678	Ryan Betts Application Support - EFIND	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423680	Michelle Mileski Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000423682	Happi Hansen Metro A Desktop Support	PC/Laptop James Kammeyer	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.65
INC000000423686	Stacie A Johnson Application Support - Data Warehot	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423687	Mandy Davis Application Support - Data Warehot	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423695	Melodee Williams Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000423700	Lisa Vongthongchit Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000423701	Brooke Coster Application Support - DBA	None Eric Swain	None Workforce Services	None High	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.45 2.45
INC000000423704	Mimose Montes Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423705	Anthony Baker Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423708	Alan Christofferson Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423709	Lisa Henrie Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423712	Heather Fidler Application Support - Data WarehNone	Application None	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423716	Bill Featherstone Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423717	Irwin Purcell Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423718	Kathy Martinez Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423719	Irwin Purcell Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423720	Dorothy Williams Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000423721	Jamie Escobia Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423722	William Hoang Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423724	Amie Graff Application Support - Web Dev	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423725	Barbara Croft Application Support - DBA	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423726	Ashley Baker Application Support - Web Dev	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423727	LaDawn McPherson Metro B Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.09

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INC000000423731	Michelle Steele	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423732	Kalani Huber	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000423737	Elizabeth Fitzpatrick	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Application Support - Data Warehous	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423744	Bonnie L Kelsey	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423746	Toni Jex	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423755	Kevin Burt	None	None	None		TIR Missed:	No	TIR:	0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.88
INC000000423781	Brooke LaFazia	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.78
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.78
INC000000423782	Dennie Tsuya	Application	Error	None		TIR Missed:	No	TIR:	0.09
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000423786	Robin Herrera	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423787	Cassie Kelly	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423791	Bonnie L Kelsey	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423793	Jean Fisher	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423794	Cheryl Whitney	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423796	Cheryl Karren	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423797	Cheryl Karren	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423806	Mary Nay	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	6.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	6.00
INC000000423811	Gene Applonie	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000423813	Samuel Hendricksen Metro A Hosting	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423814	Ellen Johnstun Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423818	Peggy Killian Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423819	Brooke Coster Metro A Hosting	Application Tom Carney	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 4.52
INC000000423821	Jennifer Owens Application Support - Data Warehouse	None Trent Ady	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
INC000000423822	Denise Iverson Metro A Hosting	Application Tom Carney	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423823	Stephanie Kearns Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423827	Rebecca Sangberg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423834	Patricia Oneil-Smith Metro A Hosting	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423836	Jerry Pruitt Metro A Hosting	Application Tom Carney	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423837	Brittney Hemingway Metro A Hosting	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423838	Jessica Stoker Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000423849	Doyle Bender Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	DWS Capture Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.90
INC000000423850	Juliana Smith Metro A Hosting	Application Tom Carney	Error Workforce Services	Utah Works High	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 2.72
INC000000423851	Jon Brewer Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423853	Anne Gilbert Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000423854	Christi Seger Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000423855	Bonnie L Kelsey	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423857	Ler Wah	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423858	Joann Wetzel	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423859	Cassie Kelly	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423862	Marles Oldroyd	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423864	Miri Parker	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423865	Kenneth Martinez	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423866	Karen Quackenbush	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.69
INC000000423867	Jamie Escobia	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423869	Jeanne McGavin	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423871	John Bowers	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423872	Ler Wah	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423874	Jerry Pruitt	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423875	Brenda Martin	None	None	None		TIR Missed:	No	TIR:	1.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.00
INC000000423876	Shane Young	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423877	Brittney Hemingway	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423879	Andrea Bo	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

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INC000000423880	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423881	David Chatterley	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423882	Dennie Tsuya	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423884	Erin Hathaway	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423885	Lien Le	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423886	Fredrick Ntabwoba	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000423891	Zachary Whitwell	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423896	Tara Connolly	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423897	Doug Miller	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.01
INC000000423905	Siupeli Vainuku	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000423906	Garth Anderson	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423927	Carol Hansen	None	None	None		TIR Missed:	No	TIR:	0.47
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.47
INC000000423928	Brenda Pierce	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000423935	Faye Hubbard	Telecom	None	None		TIR Missed:	No	TIR:	0.12
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000423937	Nathan Dopp	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000423939	Sara Hudgins	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000423994	Laura Carter	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.24
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.24

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INC000000423998	Kim Raddon	None	None	None		TIR Missed: No	TIR: 0.34
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000423999	Olga Cooper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424008	Amber Johnston	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424030	Angel Pickett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424045	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	TIR: 0.05
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.47
INC000000424049	Christine Denison	None	None	None		TIR Missed: Yes	TIR: 1.19
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.14
INC000000424050	Debbie Sheldon	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000424064	Karen Quackenbush	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.86
INC000000424079	Marie Higgins	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.25
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.52
INC000000424117	Sherri Valenti	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424118	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424141	Brad Anderson	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424156	Jane Broadhead	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424161	Jamie Escobia	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424187	Lance Soffe	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424217	Ammi Tracy	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424220	Milton Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000424223	Gary Waters Voice Operations	Telecom Britany Finlay	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424233	Lien Le Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424262	Melanie M Hales Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424269	Brenda Gallegos Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000424277	Jeff Godfrey Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424281	Loggins Merrill Metro A Help Desk	Wireless Connectivity Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424297	Minka Tasevac Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.25
INC000000424299	Marles Oldroyd Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424303	Melissa McBride Metro A Desktop Support	Application Adam Staks	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 2.45
INC000000424322	Jocelyn Huish Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424324	Molly Morehouse Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.05
INC000000424332	Brent Fife Help Desk	Mobile Devices Eileen Dubach	None Workforce Services	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000424340	Tracie Williams Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.33 2.33
INC000000424376	Susan Cottam Rural North Desktop Support	None Kim Ratushniak	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000424389	De Ette Richards Metro B Desktop Support	PC/Laptop Ken Bolkcom	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.39
INC000000424396	Jane Broadhead Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000424397	Joe Edman Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18

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INC000000424400	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000424405	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000424433	Ali Rasheed	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.55
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.55
INC000000424463	Rick Little	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Closed	TTR Missed: No	TTR: 0.00
INC000000424464	Tricia Cox	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424489	Brent Newren	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000424492	Brent Newren	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000424511	Laura Carter	None	None	None		TIR Missed: Yes	TIR: 21.96
	Capitol Hosting	Curtis Parker	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 21.96
INC000000424518	Kris Springer	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.08
	Voice Operations	Lois Schow	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000424528	Steven Vorasane	None	None	None		TIR Missed: No	TIR: 0.55
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.55
INC000000424537	Pamela Surakhun	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000424562	Andrea Henderson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000424583	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000424594	Lori Fox-Bush	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.83
INC000000424599	Laura Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.53
INC000000424615	Connie Green	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.25
INC000000424618	Kari L Allen	None	None	None		TIR Missed: No	TIR: 0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04

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INC000000424645	Nolan Warby Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424654	Kimberly Johnson Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424672	Lisa Osborn Rural North Desktop Support	Application Kim Ratushniak	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424674	Al Contreras Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424675	Helen Hanson Rural North Desktop Support	Application Kim Ratushniak	Password Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424701	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424731	Terry Lisonbee Rural South Desktop Support	Application Doug Chaston	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424795	Vanna Chav Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424800	Dawn Lay Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.12
INC000000424803	Mike Rice Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424806	Wendi Jo Knighton Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424819	Dan Schuring Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424848	Yvonne Krause Application Support - UWORKS	Print/Copy/Scan/Fax Eric Strong	Error Code Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.53 TTR: 0.53
INC000000424858	Mike Rice Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424868	Shauna Scott-Bellacomo Metro A Help Desk	Mainframe Liz Evans	Password Workforce Services	BlueZone Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424869	Karen Quackenbush Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.41 TTR: 0.44
INC000000424882	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000424883	Kathy Guymon Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424885	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424887	Helen Sawyer Rural South Desktop Support	None Doug Chaston	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.64 TTR: 0.64
INC000000424892	Kathy Wendel Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 1.09
INC000000424894	Shauna Scott-Bellacomo Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424900	Vicky Dixon Metro A Desktop Support	PC/Laptop Robert Wall	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.23 TTR: 4.39
INC000000424901	Heather R VanderWarf Network Operations	Network Dave Bodily	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.31
INC000000424902	Shauna Scott-Bellacomo Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424908	Linda Kinder Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424910	Felicia Kinder Desktop Services Management	None Dallas DiFrancesco	None Workforce Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.29 TTR: 30.82
INC000000424913	Christina Lloyd Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424915	Christine Denison Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.83
INC000000424945	Deborah Hamlett Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.23
INC000000424951	Kurtis Wilcox Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000424962	Twila Anderson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.15
INC000000424975	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.04
INC000000424982	Laura Carter Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000424983	Ledia Kita	Network	Error	None		TIR Missed: No	TIR: 0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.95
INC000000425010	Joann Wetzel	None	None	None		TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000425077	Lynn Thomas	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.20
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.72
INC000000425093	Jeudi Chav	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.50
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.50
INC000000425114	April Larsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27
INC000000425124	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000425175	Maria Dupaix	Application	Error	Utah Works		TIR Missed: Yes	TIR: 2.35
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.35
INC000000425183	April Larsen	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.33
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.44
INC000000425200	Ma'afala Koko	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000425274	Gabby Calero	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - UI Web	Brett Judd	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.86
INC000000425280	Matthew Christiansen	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.44
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.44
INC000000425300	Ma'afala Koko	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000425303	Kris Bradley	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.00
INC000000425327	Darrell Wilson	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000425347	Karin Allen	Application	Error	Utah Works		TIR Missed: No	TIR: 0.24
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000425348	Alan Pettersson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000425349	Mario Kljajo	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.30

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INC000000425350	Jarom Castleton Metro B Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000425351	Christina Dahn Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.65
INC000000425352	Teri Nolen Metro A Help Desk	Application Ed Conrad	Reporting Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.54
INC000000425368	Karen Hess Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.71 5.71
INC000000425413	EasterSeals EasterSeals Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Paper Jam Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.63
INC000000425418	Lorie Davis Application Services	None Danielle Hood	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 3.52
INC000000425428	Linda Hansen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.89
INC000000425430	Cassidy Carter Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000425454	Melissa McBride Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000425455	Katie Hanway Metro A Help Desk	Application Liz Evans	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425458	Tracy Schroeder Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.51
INC000000425494	Deborah Graber Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.12
INC000000425529	Rebecca Weston Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425535	Tracy Schroeder Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425549	Jane Broadhead Metro A Desktop Support	PC/Laptop Edward Fortner	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000425566	Yvette Woodland Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425589	Terry Lisonbee Rural South Desktop Support	Application Doug Chaston	Reporting Workforce Services	Microsoft Visio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000425659	Ashley Baker	Application	Error	None		TIR Missed: No	TIR: 0.00
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000425672	Maria Hernandez	None	None	None		TIR Missed: No	TIR: 0.71
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.71
INC000000425687	Ashley Baker	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000425703	Cindy Cutshall	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.73
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.73
INC000000425720	Lucy Johnson	Network	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000425727	Pat Paulson	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000425734	Chris Banks	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000425753	Bradley Salmond	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000425755	Kathryn Grover	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000425763	Jolyn Bevan	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000425773	Danielle Deming	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000425779	Jolyn Bevan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000425804	Diane Zylks	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000425818	Rebecca Curry	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000425830	Rowena York	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.69
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.69
INC000000425868	Bradley Salmond	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000425939	Joann Wetzel	None	None	None		TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.55

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INC000000425988	Daniel Felts	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000426014	June Conn-Solomon	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.54
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.54
INC000000426028	Cecilia Shimanek	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000426039	Ryan Betts	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000426061	Gerald Gappmayer	Application	Reporting	Microsoft Office		TIR Missed: No	TIR: 0.17
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.75
INC000000426067	Jeff Webster	Telecom	None	Telephone		TIR Missed: No	TIR: 0.15
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000426068	Shauna Heil	Application	Reporting	Computerized Unemployment B		TIR Missed: No	TIR: 0.55
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.64
INC000000426084	Sameera Iqbal	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.01
INC000000426093	Jared Price	Application	Error	Content Manager		TIR Missed: No	TIR: 0.56
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.56
INC000000426120	Greg Paras	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000426124	Greg Paras	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000426126	Norma Pech-Rousin	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000426128	Greg Paras	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000426133	Susan Munk	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR: 0.15
	Voice Operations	Romanza Hamblin	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.15
INC000000426147	Randy Hopkins	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000426167	Brent Fife	Mobile Devices	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000426179	Helen Southworth	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.26
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.75

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INC000000426189	Gerald Brown Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426206	Charles Amonett Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 1.72
INC000000426213	Dixie Baughman Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000426220	Sarah Tolbert Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426242	Kaylee Ashdown Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.25
INC000000426265	Chris Cook Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.46
INC000000426271	Lori Mair Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426275	Candice Goodwin Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426277	Stephanie Harding Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426279	Tanya Wilson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000426286	Milton Olsen Application Services	None Tony Larsen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.36 7.77
INC000000426289	Mark Petrie Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.41
INC000000426297	Malida Stram Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.34
INC000000426319	Jennifer Doxey Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.07
INC000000426323	Justin Wadman Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426324	Malida Stram Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426325	Mario Kljajo Application Support - EREP	Application None	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000426330	Justin Wadman Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426331	Michelle Mileski Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000426332	Janet Gale Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426333	Amy Larsen Application Support - EREP	Application None	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426335	Carol Guymon Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426336	Leslie Henderson Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000426337	Brittney M Woodland Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426338	Charles Owens Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426339	Beverly Anderson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426340	Mandy Davis Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426341	Laura Carter Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426344	Jan Chumbley-Gardner Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426345	Joyce Henline Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000426350	Kathaleen Williams Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426356	Crystal Neil Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000426373	William Hoang Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.04
INC000000426399	Olga Cooper Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26

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INC000000426403	Darrell Wilson	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426411	Sherilyn Olsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426413	Amber Snow	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.29
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.29
INC000000426488	Amanda Hopp	Application	Password	DWS Intranet		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426506	Norene Webster	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.92
INC000000426517	Reyna Romero	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426537	Gaylinn Frandsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426553	John Evans	Application	Password	PGP		TIR Missed:	No	TIR:	0.04
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.84
INC000000426561	Laura Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426574	Tanya Wilson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.58
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.38
INC000000426575	Debbie Westbroek	None	None	None		TIR Missed:	No	TIR:	0.40
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.12
INC000000426578	Joanie Alvarez	Application	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426586	Mary Gehman-Smith	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.11
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.69
INC000000426594	Isaac Collard	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426598	Alexia Murphy	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.01
INC000000426628	Cassie Kelly	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426642	Sonja Sheffer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000426674	Jared Price	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426683	Mandy Davis	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.06
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.27
INC000000426723	Elizabeth Carver	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000426727	Jesi Wasden	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.08
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000426786	Dyann Smoot	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000426788	Carol Hansen	Print/Copy/Scan/Fax	Error Code	Content Manager		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.88
INC000000426790	Janet Jolley	Telecom	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.49
INC000000426791	Kari Marty	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.17
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000426847	Victor Angeles	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.07
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000426858	Danette Groesbeck	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000426874	Jenny Kehr	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000426891	Kirsten Heaton	Application	Error	Contributions Automated Tax Sy		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.61
INC000000426899	Jackie Nielson	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.77
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.77
INC000000426902	Becky Miller	Application	Error	Contributions Automated Tax Sy		TIR Missed:	No	TIR:	0.53
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.53
INC000000426914	Patricia Torres	Application	Password	Kofax ImageControls		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000426918	Rebecca D Anderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000426932	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000426937	Angela Madsen Metro B Desktop Support	PC/Laptop Anthony Booyse	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.51
INC000000426938	Randilee Mcfarland Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426944	Gloria Archuletta Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36
INC000000426948	Ernest Ramos Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426958	William Hoang Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426992	Cathy Swain Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000427002	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000427009	Laura Beckstrand Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.41
INC000000427019	Chris Boyadjian Metro A Desktop Support	Application Robert Wall	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 1.07
INC000000427070	Sharon Peake Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000427085	Amber Snow Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000427092	Yvette Woodland Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000427097	Kari Marty Metro A Desktop Support	Application Adam Staks	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 1.13
INC000000427100	Carmen Bento Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.22
INC000000427106	Amber Snow Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000427157	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000427158	Anna Sargsian Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07

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INC000000427162	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000427164	Randi Carter	Application	Password	Active Directory		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427170	Chris Peterson	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000427233	Doyle Bender	PC/Laptop	Performance	Smart Shield		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.99
INC000000427235	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427238	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427240	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427242	Teresa Meyer	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427333	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427335	Bettina Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427366	Seth Balls	Application	Password	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000427387	Natalie Henderson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000427388	Danielle Deming	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.73
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.73
INC000000427389	Sandy Flores	Application	Reporting	None		TIR Missed: No	TIR: 0.15
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000427399	Marilyn Larsen	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427400	Tom Turley	Application	Error	Utah Master Directory		TIR Missed: No	TIR: 0.11
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000427404	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000427405	Jenny Kehr	Application	Error	None		TIR Missed: No	TIR: 0.85
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.85
INC000000427406	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427408	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427410	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427411	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427412	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427413	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427414	Doug Miller	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.81
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.81
INC000000427417	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427418	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427420	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427425	Lisa Henrie	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000427433	Karissa Vallejo	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427435	Joann Wetzel	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427438	Bettina Smith	Application	Error	None		TIR Missed: No	TIR: 0.95
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.46
INC000000427446	Joann Wetzel	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.25
INC000000427478	Jay Hafen	None	None	None		TIR Missed: No	TIR: 0.26
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.37

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INC000000427479	Amber Snow	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000427499	Ali Rasheed	Application	Error	Utah Works		TIR Missed: No	TIR: 0.33
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.33	
INC000000427508	Osman Ahmed	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.16	
INC000000427516	Steven Jenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000427523	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000427526	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000427530	Claudio Arancibia	Application	Password	Active Directory		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.24	
INC000000427540	Terri Waters	Application	Error	Utah Works		TIR Missed: Yes	TIR: 29.53
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 29.53	
INC000000427551	Cherice Bridges	None	None	None		TIR Missed: No	TIR: 0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54	
INC000000427553	Christopher Myers	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.09
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.30	
INC000000427574	Kathleen Leiker	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.14
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.16	
INC000000427581	Nune Phillips	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000427582	Olga Cooper	PC/Laptop	None	None		TIR Missed: Yes	TIR: 4.65
Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 11.76	
INC000000427594	Mary Jayne Richins	PC/Laptop	Performance	DWS Capture		TIR Missed: No	TIR: 0.51
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.51	
INC000000427617	Roberta Ivankovich	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000427621	Ashley Baker	None	None	None		TIR Missed: No	TIR: 0.12
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23	
INC000000427657	Kris Springer	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	

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INC000000427688	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427695	Carmen Bento	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.06
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000427700	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427703	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427704	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427706	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427707	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427720	Kelley R Meredith	Application	Password	DWS Capture		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427723	Candice Goodwin	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000427737	Victor Angeles	Application	Password	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000427741	Janene Pearce	PC/Laptop	Password	None		TIR Missed: Yes	TIR: 2.44
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.02
INC000000427791	Alison Beardall	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR: 0.15
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.64
INC000000427793	Rich Mackay	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000427801	Jenny Kehr	None	None	None		TIR Missed: No	TIR: 0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000427821	Gina Boren	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427827	Rod Jensen	None	None	None		TIR Missed: No	TIR: 0.56
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.35
INC000000427837	Toni Sierra	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.42

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INC000000427842	Annette Schvaneveldt	Application	None	Adobe Reader		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.98
INC000000427872	Brandon Andersen	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427897	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427911	Dennis Canning	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.11
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000427916	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427929	Kris Bradley	Application	None	Utah Works		TIR Missed: No	TIR: 0.10
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000427933	Peggy Barton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.94
	Application Support - EREP IA	Charise Asleson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.94
INC000000427938	Suellen Michel	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000427953	Lynn Purdin	None	None	None		TIR Missed: Yes	TIR: 1.01
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.01
INC000000427971	Amber Hadley	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427972	Kris Bradley	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427974	Cathy Maynard	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.20
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000427977	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427978	Kelly Farley	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27
INC000000427990	Ryan Hawks	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427991	Mary Roybal	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427993	Lela King	Application	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000427994	Marilyn Draper	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000427996	Pat Palmieri	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000427997	Stephanie Trappett	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000427999	Joe Degennaro	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428000	Barbara Andersen	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428001	Tamera Martinez	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428002	Kelly Farley	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428003	Jeff Godfrey	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428004	Steven Maughan	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428005	Colby Dalton	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428019	Kristen Floyd	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428035	Jane Broadhead	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428073	Shane Young	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428115	Josh Gregersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428175	Karin Allen	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	7.60
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	7.60
INC000000428214	Terry Lisonbee	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.34
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.35
INC000000428224	Juliana Smith	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.27

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INC000000428235	David Busk	Application	Password	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.13
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.13
INC000000428238	Jeremiah Borrowman	Application	Error	Microsoft Office	TIR Missed: No	TIR: 0.04
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.04
INC000000428241	Timothy Dye	Application	Error	Novell iPrint	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.08
INC000000428243	Tamera Martinez	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000428249	Brittney M Woodland	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.06
	Campus Networking	David Sedei	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.40
INC000000428291	Jodi Hicks	Application	Error	Employee Gateway	TIR Missed: No	TIR: 0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.37
INC000000428296	Mary Roybal	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.15
INC000000428299	Teresa Meyer	Application	Error	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low Closed	TTR Missed: No	TTR: 4.49
INC000000428318	Lidya Hardy	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 5.98
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 5.98
INC000000428322	Aniara Shields	None	None	None	TIR Missed: No	TIR: 0.40
	Network Operations	Dave Bodily	Workforce Services	Low Resolved	TTR Missed: Yes	TTR: 107.47
INC000000428329	Sandy Flores	None	None	None	TIR Missed: No	TIR: 0.18
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000428339	Shauna Scott-Bellacomo	Application	Password	Active Directory	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000428354	Mary Zorn	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.40
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.40
INC000000428365	Robin Parker	Application	Password	DWS Intranet	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.12
INC000000428373	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000428448	Peggy Hammer	None	None	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.10
INC000000428453	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000428482	Karen Shepherd	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428535	Sharen Welsh	Application	Password	PGP		TIR Missed: No	TIR: 0.36
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.36
INC000000428642	Richard Moysh	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.22
INC000000428644	Lori Jacobazzi	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428647	Marge Rajski	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428649	Angela Murphy	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.42
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.01
INC000000428654	Paula Lange	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428655	Lori Jacobazzi	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428656	Lisa A Anderson	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428663	Scott Jensen	Application	Error	Avaya IP Softphone		TIR Missed: No	TIR: 0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000428674	Ryan Betts	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428675	Lyndie Degraw	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428684	Scott Jensen	Application	Password	Active Directory		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428687	Tricia Mecham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000428690	Steven Jenson	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000428697	Abrial Marroquin	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000428704	Patricia Torres	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Database Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000428707	Patricia Torres Application Services	Application None	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000428718	Maria Berg Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000428721	Shunda Pope Application Services	Application Martin Gonzalez	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.06 1.07
INC000000428722	Sallie Muir Application Services	Application None	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000428731	LaDawn McPherson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000428732	Susan Parry Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000428738	Peggy Barton Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000428739	Forest Turner Application Services	Application None	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000428742	Carol Guymon Rural North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.61
INC000000428757	Selma Meono Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000428759	Janet Howes Application Services	Application None	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000428760	Lisa Butler Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000428764	Jeris Shira Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000428765	Rachel Gehring Metro A Desktop Support	PC/Laptop Robert Wall	Hardware Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.96 1.97
INC000000428766	Michael Banks Rural Central Desktop Support	None Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000428772	Tami Hoffman Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000428782	Tamera Martinez Rural North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33

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INC000000428785	Robert Gilbert	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428786	Mary Roybal	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000428791	Perry Colette	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000428793	Lanette Best	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.21
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000428794	Cameron J Warner	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000428799	Stephanie Trappett	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000428804	Christopher maughan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428805	Cathy Iriart	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428819	April Buxton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000428820	Gloria Priday	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428825	Eileen Rivera	PC/Laptop	None	None		TIR Missed: Yes	TIR: 1.48
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.49
INC000000428880	Brittney Hemingway	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428888	Christy Cedarstrom	Application	Password	Active Directory		TIR Missed: Yes	TIR: 1.12
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.99
INC000000428905	Carolyn Christensen	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.93
INC000000428943	Anna Rodriguez	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.09
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000428949	Norman Keith	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428958	Gina Boren	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000428962	Sheryl Nisely Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.65
INC000000428976	Wendy L Smith Metro A Help Desk	Application Ed Conrad	Password Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.41
INC000000428980	Brian Young Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.20
INC000000428981	Kaylee Ashdown Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000428991	Diana Apperson Rural Central Desktop Support	Application Ron LeBaron	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
INC000000429021	Joshua Hawkins Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 4.02
INC000000429022	Ashley Baker Metro A Desktop Support	Print/Copy/Scan/Fax Tracy VanderVaart	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.84
INC000000429033	Alicia Rodgers Metro A Help Desk	PC/Laptop Ed Conrad	Password Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429036	Richard Moysh Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429040	Sherry Tran Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.32 1.32
INC000000429067	Michael Banks Rural Central Desktop Support	Network Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000429072	Linda Wallentine Metro B Desktop Support	PC/Laptop Peter Musser	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.58
INC000000429076	Darren Fox Rural Central Desktop Support	Network Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.86
INC000000429078	Deb Hiatt Rural Central Desktop Support	Network Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000429099	Jessica Staker Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429140	Chris Banks Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000429144	Joseph Oneil Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000429160	Lisa Vongthongchit Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000429164	Eddie Richmond Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.75
INC000000429168	Shane Young Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.56
INC000000429185	Karen Quackenbush Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.34
INC000000429235	Jenny Jones Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429258	Lynn Thomas Metro A Desktop Support	Application Edward Fortner	None Workforce Services	Internet Explorer Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.04 1.57
INC000000429262	Irene Fossat Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.04
INC000000429272	Milton Olsen Application Services	Application Bart Purser	Error Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.66
INC000000429279	Debbie Torres Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429288	Keith Frank Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.14
INC000000429321	Lida Khoshal Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429333	Dallen Adams Rural North Desktop Support	PC/Laptop Don Higgs	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.60
INC000000429365	Ryan Betts Rural Central Desktop Support	Network Rod Montoya	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000429371	Leonardo A Gramajo Rural Central Desktop Support	Network Rod Montoya	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000429376	Helen Hadad Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.30
INC000000429379	Teresa Fulton Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 1.31
INC000000429383	Leonardo A Gramajo Rural Central Desktop Support	Network Rod Montoya	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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INC000000429398	Michael Banks	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000429435	Sara Stoffers	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.35
INC000000429452	Rhett Wilson	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000429517	Janet Cole	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000429522	Samantha Moseley	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.44
INC000000429523	Janet Cole	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.49
INC000000429528	Deb Hiatt	Application	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.47
INC000000429530	Pat Paulson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.86
INC000000429545	Lori Fox-Bush	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.86
INC000000429547	Julliana Mendoza	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000429549	Richard Moysh	Application	Password	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000429555	Jay Hafen	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.17
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.30
INC000000429557	Carol Thornhill	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.57
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.57
INC000000429586	Shelly Ivie	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000429596	Karen Quackenbush	Telecom	None	Telephone		TIR Missed:	No	TIR:	0.13
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.80
INC000000429597	Joann Wetzel	None	None	None		TIR Missed:	No	TIR:	0.40
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.94
INC000000429599	Chris Loizos	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.37
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.68

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INC000000429600	Terry MacFarlane Voice Operations	Telecom Romanza Hamblin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.50
INC000000429608	Brodie Panter Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429632	Anna Gailey Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.42
INC000000429642	Lisa Roman Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000429644	Debbi Warmus Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429646	Linda Englishhone Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000429675	Alisha Baker Application Support - Web Dev	None Justin Miller	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.47
INC000000429730	Lindsey Johnson Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429777	Neil Stevens Metro A Help Desk	Network Liz Evans	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.25
INC000000429783	Chad Carter Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.40
INC000000429795	Autumn Armstrong Voice Operations	Telecom Romanza Hamblin	Call Management Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.36
INC000000429797	Trudy Ellis Network Operations	Network Brian Chatwin	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.95
INC000000429808	Marilu Uribe Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000429810	Helen Hadad Rural Central Desktop Support	Network Paul Petersen	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.62
INC000000429813	Cami Sandoval Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000429820	Vilma Flores Metro A Help Desk	Application Ed Conrad	Password Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53
INC000000429843	Sean Glenn Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36

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INC000000429850	Christina Lloyd Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429873	Shantelle Roberts Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429916	Cynthia Barlow Rural North Desktop Support	Wireless Connectivity Ryan Casey	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 4.13
INC000000429917	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429924	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429927	Gloria Priday Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000429928	Leslie Henderson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429930	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429931	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429932	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429933	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429936	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429944	Jane Broadhead Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000429965	Barbara Hollister Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.41
INC000000429968	Jan Chumbley-Gardner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000429973	David Ostrom Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000429982	Yvette Woodland Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000430015	Steve Leyba	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430021	Trisha Nielson	Telecom	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000430023	Dane Hanvey	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000430024	Melanie Reese	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430027	Janet Jolley	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000430029	Rebecca Williams	Application	Error	DWS Web		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.38
INC000000430051	Lincoln Hansen	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430068	Carie Burnham	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.47
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.47
INC000000430110	Mimose Montes	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.03
INC000000430141	Nancy Galt	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430143	Nancy Galt	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430163	Brandon Andersen	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430166	Nancy Galt	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430169	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430177	Ronda Kelly	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430178	Ronda Kelly	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430192	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000430225	Randilee Mcfarland Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430226	Michael Parker Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430232	Laurel Morris Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000430240	Abrial Marroquin Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430244	Joy Majors Rural South Desktop Support	Application Lane Adams	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000430260	Mandy Davis Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.51
INC000000430283	Osman Ahmed Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.20
INC000000430286	Suellen Michel Rural South Desktop Support	Application Scott Jesienouski	None Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430292	Trudy Ellis Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.12
INC000000430299	Koral Vasquez Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430308	Abel Macias Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430314	Lonny Marchbanks Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000430322	Danielle Deming Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000430330	Lonny Marchbanks Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000430349	Dorothy Hall Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430354	Freddie Ann Stevenson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000430366	Cecilia Giron Metro A Desktop Support	Application Adam Staks	None Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08

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INC000000430381	Mardee Thompson Voice Operations	Telecom Britany Finlay	Call Management Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.91
INC000000430401	Chris Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430407	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430410	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430412	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430429	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430441	Lien Ly Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000430451	Randilee Mcfarland Voice Operations	Telecom Britany Finlay	IP Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.63
INC000000430457	Kristy Callich Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430466	April Larsen Metro A Desktop Support	PC/Laptop Edward Fortner	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 1.30
INC000000430481	Rick Brenkmann Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430532	Jennifer Domenici Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430560	Veronica Palomino Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430604	Kelly Spafford Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430640	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430676	Dustin Townsend Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000430677	Cynthia Arnold Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11

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INC000000430683	Zenaida Martinez Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000430689	Abel Macias Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000430699	Dustin Townsend Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Error Code Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000430706	Connie Dumas Application Support - CUBS	Application Rick Kowalczyk	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.72 1.72
INC000000430712	Mohamed Ahmed Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000430718	Charise Asleson Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.35
INC000000430723	Krzysztof Barchanski Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
INC000000430727	Sylvia Pineda Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.26
INC000000430728	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430734	Shelly Ivie Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430741	Shonie Baker Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430757	Lida Khoshal Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000430765	Kasandra Asay Operations Production Control	Application Christie Burnham	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 1.13
INC000000430782	Deb Coffey Security	Application Bart Grant	Error Workforce Services	M86 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.68
INC000000430799	David Chatterley Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000430805	Melodee Williams Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02
INC000000430807	Clint Gray Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25

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INC000000430832	Brian Aston Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430873	Mike Miller Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	TIR: 0.49 TTR: 0.49
INC000000430888	Maryana Valles Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430928	Aly Scovil Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430940	Demetria Keele Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430941	Seth Whitmill Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430945	Danielle Deming Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430948	Michele White-Milgate Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430958	CindaLee Hall Metro A Hosting	Application Chris Kunde	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.45 TTR: 0.45
INC000000430960	Chris Cook Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430961	Rebecca Weston Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.05
INC000000430963	David Anthony Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430964	CindaLee Hall Application Support - Thin Client	Remote Connectivity Janis Race-Bigelow	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.95
INC000000430970	Teri Brinkerhoff Metro A Hosting	Application None	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430971	Suellen Michel Rural South Desktop Support	Application Scott Jesienouski	None Workforce Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430977	Nichole Pusey Metro A Hosting	Application None	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000430984	Dusty Burchett Metro A Hosting	Application None	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000430985	David Whiteside	None	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430986	Shauna Scott-Bellacomo	PC/Laptop	Password	Active Directory		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.44
INC000000430988	Stacy Stenovich	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000430991	June Bradfield	Application	Error	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.26
INC000000430992	Shari Elliott	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430995	Heather Payne	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.06
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.66
INC000000430996	Chuck Richardson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000430997	Tess Rawlinson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000430998	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000430999	Jane Randquist	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000431006	Charlie Phim	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431007	Steven L Rasmussen	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000431009	Kathy Martinez	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431014	Michelle Meyer	PC/Laptop	Virus	None		TIR Missed: Yes	TIR: 1.02
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.16
INC000000431017	Brodie Panter	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431022	CindaLee Hall	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431024	Cheryl Karren	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45

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INC000000431052	April Galinski Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431061	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431066	Demetria Keele Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000431078	Lonny Marchbanks Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000431100	Galina Greer Metro D Help Desk	Print/Copy/Scan/Fax Jed Patrick	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431105	Kristie Mikstas Metro A Desktop Support	PC/Laptop Edward Fortner	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 0.97
INC000000431112	Jane Broadhead Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000431117	Chad Carter Metro A Desktop Support	Application Kraig Ellis	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.47
INC000000431121	Aly Scovil Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431128	Juliana Smith Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000431145	Danielle Deming Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000431161	Marilyn Wallis Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431165	Abdi Sheikh Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.04 6.04
INC000000431166	Cesar Salazar Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.97
INC000000431174	Katherine Abel Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Avaya IP Softphone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.44
INC000000431188	Merrill Black Security	Application Bart Grant	Error Workforce Services	M86 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
INC000000431202	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000431243	Natalie Henderson Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.97 1.01
INC000000431257	Verlin Christensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431269	Alan Pettersson Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000431276	Chris Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431284	Pam Larsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431316	Estefana Gutierrez Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 3.85
INC000000431396	Jolie Bevers Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000431400	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431460	Carol Thornhill Rural North Desktop Support	PC/Laptop Ryan Casey	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.56 1.56
INC000000431467	Chris Cook Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000431471	Sylvia Pineda Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000431473	Joel Finch Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	PGP Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.47
INC000000431480	Jackie McAtee Voice Operations	Telecom Romanza Hamblin	IP Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
INC000000431491	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431494	Peggy Hammer Rural North Desktop Support	Application Dane Smith	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 4.42
INC000000431501	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000431527	Brenda Duvall Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000431539	Kristie Mikstas	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431607	Kimberly Reyburn	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000431615	Stephen Manzione	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000431617	Jilaun Perfetto	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.16
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000431623	Kris Springer	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR: 0.08
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.75
INC000000431628	Cherice Bridges	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431654	Cynthia Barlow	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.53
INC000000431670	Brandon Street	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.87
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.87
INC000000431682	Greg Paras	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431715	Wendy L Smith	Application	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.78
INC000000431716	Jill Kunde	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.73
INC000000431719	Josie Martinez	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.64
INC000000431736	Lida Khoshal	Application	Error	None		TIR Missed: No	TIR: 0.28
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000431747	Tiffany Whitney	Telecom	None	None		TIR Missed: No	TIR: 0.00
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.72
INC000000431793	Sandra Black	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.00
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431801	Jessica Staker	Application	Password	Active Directory		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000431806	Reyna Romero	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000431811	Robert Ferreira Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431814	Matt Bulloch Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431815	Shelley Esplin Voice Operations	Telecom Gail Christiansen	Dial Tone Workforce Services	Telephone Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000431816	Dawna Kranendonk Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000431826	Rebekah Collingwood Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000431831	Julia Story Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
INC000000431839	Sherilyn Olsen Rural North Desktop Support	Wireless Connectivity Don Higgs	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 1.24
INC000000431878	Blaine Cook Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431879	Blaine Cook Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431880	Blaine Cook Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431881	Kristin Hayward Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000431883	Cody Brown Voice Operations	Telecom Gail Christiansen	Call Management Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 0.67
INC000000431891	Tina Kappos Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000431907	Jessica Staker Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431926	Kenneth Martinez Metro A Hosting	Application Tom Carney	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000431929	Sonya Erickson Voice Operations	Telecom Gail Christiansen	Call Management Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 0.63
INC000000431934	Tyler Massey Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000431935	Cassandra Pickle Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000431937	Colleen Fitzgerald Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431946	Amantia Kempton Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.36
INC000000431949	Sara Hudgins Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Performance Management Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431956	Norman Nakamura Metro A Desktop Support	PC/Laptop Kraig Ellis	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.44
INC000000431975	Peggy Barton Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000431983	Zenaida Martinez Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000431993	Amanda Van Ausdal Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432002	Rosa Jimenez Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432012	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432014	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432016	Steve Leyba Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432017	Steve Leyba Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432044	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432045	David Anthony Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000432047	Chris Cook Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000432051	Chris Cook Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09

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INC000000432052	Chris Cook	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000432053	David Anthony	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000432055	Jill Black	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432062	Anthony Kelly	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000432066	Wendy Rosenthal	Application	Error	Utah Works		TIR Missed: No	TIR: 0.48
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.48
INC000000432082	Peggy Barton	Application	Password	DWS Web		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432090	Lauri Wunderlich	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.44
INC000000432099	Laura Beckstrand	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432104	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432105	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432106	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432107	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432108	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432110	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432111	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432112	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432113	Kathryn Levi	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03

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INC000000432117	Darwin Kocherhans Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432120	Cecilia Shimanek Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432131	Autumn Armstrong Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.46
INC000000432142	Cynthia Barlow Metro A Desktop Support	Application Kraig Ellis	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 2.63
INC000000432158	Peggy Barton Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432166	Janet Cole Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432177	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432190	Rebecca Sangberg Voice Operations	Telecom Gail Christiansen	CrossTalk/Noise/Static Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36
INC000000432192	Kathryn Grover Metro A Help Desk	Remote Connectivity Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000432193	Joshua Hawkins Voice Operations	Telecom Britany Finlay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.73
INC000000432197	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432208	Merrill Black Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000432210	David Anthony Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000432221	Linda Kinder Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	18.90 18.90
INC000000432223	Jerry Norton Rural South Desktop Support	Application Scott Jesienouski	None Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.47
INC000000432226	Lesa Westfall Voice Operations	Telecom Romanza Hamblin	None Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000432232	Sherri Kirk Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36

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INC000000432315	Lori Jacobazzi Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432323	Paula Lange Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000432329	David Whiteside Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432340	Randi Carter Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432348	Sefik Feukic Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432353	Clay Kaufman Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432363	Jenifer Roylance-Franco Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Avaya IP Softphone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.22
INC000000432365	Carrie Tenifa Voice Operations	Telecom Romanza Hamblin	None Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.60
INC000000432373	Victor Angeles Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432393	Jennifer Meyer-Smart Metro A Desktop Support	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.94
INC000000432395	John Evans Metro A Desktop Support	Network Tracy VanderVaart	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.76 8.42
INC000000432423	Jeff Olinger Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432426	Kym Ney Metro B Help Desk	Network Gary Graham	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000432440	Dan Marrs Metro A Desktop Support	PC/Laptop Adam Staks	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 0.84
INC000000432441	Phay Panh Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.22
INC000000432448	Shauna Vigil Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432450	Nora Olson Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000432459	Lindsey Johnson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000432464	Jared Chamberlain Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000432493	Maria Nak Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432519	Christi Seger Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000432536	Jennifer Owens Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432544	Veronica Wian Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.55
INC000000432549	Veronica Wian Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432569	Kate Besendorfer Metro A Desktop Support	Application Tracy VanderVaart	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.29
INC000000432611	Timothy Dye Application Support - Data Warehouse	Application Trent Ady	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 0.69
INC000000432620	Michelle Phillips Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432642	Jennifer Buonocore Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432660	Suellen Michel Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432672	Autumn Armstrong Application Support - Content Management	None Nate Olson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.35
INC000000432707	Aaron Aders Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000432712	Dyann Smoot Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000432714	Zenaida Martinez Rural Central Desktop Support	PC/Laptop Rod Montoya	Error Workforce Services	Microsoft Windows XP Professional Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000432716	Tim Olson Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05

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INC000000432744	Jane Burt	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.36
INC000000432749	Dana Parke	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000432753	Casey Erickson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.06
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.56
INC000000432761	Peggy Killian	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432778	Sheila Sconiers	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.22
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000432780	Elizabeth Shelton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000432784	Alyshia Jenkins	Application	Error	Utah Works		TIR Missed: Yes	TIR: 3.23
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.23
INC000000432794	Carrie Peterson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432799	Dana Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000432807	Debbie Sheldon	Database	Instance	Novell eDirectory		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.66
INC000000432813	Kathryn Grover	Network	Performance	None		TIR Missed: No	TIR: 0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000432814	Debbie Sheldon	Database	Instance	Novell eDirectory		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.64
INC000000432832	June Conn-Solomon	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000432839	Lesnie Foster	Network	Error	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.66
INC000000432870	Heather M Williams	Application	None	Content Manager		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.09
INC000000432876	Kathryn Grover	Network	Performance	Cisco AnyConnect VPN Client		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.94
INC000000432881	Cheryl Earl	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.68

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INC000000432889	Lori Jacobazzi Metro A Help Desk	Network Ed Conrad	Performance Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000432892	Peggy Barton Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000432893	Pam Malone Metro A Desktop Support	Print/Copy/Scan/Fax Edward Fortner	Error Code Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 0.90
INC000000432894	Gary C Williams Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432902	Annamarie Collins Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432907	Andrea Cervantes-Camero Metro A Help Desk	Remote Connectivity Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000432928	Rowena York Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	25.18 25.18
INC000000432949	Kaylin Bang Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.34 1.34
INC000000432971	Stephanie Harding Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
INC000000433003	Ali Rasheed Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.58 2.58
INC000000433033	Michelle Viertel Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000433037	Amber Snow Metro A Desktop Support	PC/Laptop Adam Staks	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.65
INC000000433065	Jon Romero Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000433070	Jonathan R Fatz Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433073	Brent Fife Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433075	Brent Fife Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433077	Brent Fife Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000433078	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433079	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433081	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433082	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433083	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433085	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433086	Jennifer Owens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433087	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433088	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433098	Shallen Kimber	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000433103	Kathleen Haile	None	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433104	Ali Rasheed	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.26
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.26
INC000000433107	Ali Rasheed	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.26
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.26
INC000000433110	Sharraf Dajany	None	None	None		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433142	Gregory Whittaker	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433143	Gregory Whittaker	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000433174	Bill Goodwin	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.86

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INC000000433175	Edith Te'o	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000433206	Kim Wilcox	Telecom	None	Telephone	TIR Missed: No	TIR: 0.09
	Voice Operations	Romanza Hamblin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.20
INC000000433216	Brigham Andrew	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000433218	Meagan Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000433227	Tenzin Chazotsang	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.15
INC000000433238	Lynn Purdin	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.12
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.77
INC000000433248	Sameera Iqbal	Application	Password	Active Directory	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000433249	Susan Parry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.35
INC000000433250	Milton Olsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.09
INC000000433257	Nora Olson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000433270	Vicki Hiett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.35
INC000000433293	Neil Stevens	None	None	None	TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.86
INC000000433306	Jeremy Barton	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.44
INC000000433324	Carol Hansen	None	None	None	TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.04
INC000000433332	Lois Jones	None	None	None	TIR Missed: No	TIR: 0.09
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 3.79
INC000000433335	Annamarie Collins	None	None	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000433339	Carin Williams	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

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Workforce Services

INC000000433360	Jackie Dalton	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433361	June Conn-Solomon	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000433390	Dave Herrera	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000433397	Galina Greer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433402	Levi Jones	None	None	None		TIR Missed:	No	TIR:	0.03
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.31
INC000000433404	Penni Dehaan	None	None	None		TIR Missed:	No	TIR:	0.04
	Metro A Desktop Support	Robert Wall	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	0.53
INC000000433417	Matthew Christiansen	Network	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.26
INC000000433418	Debbie Sparks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433419	Sharen Welsh	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433438	Kathy Martinez	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.30
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.52
INC000000433442	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433448	Karla Aguirre	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433469	Laura Carter	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000433473	Miri Parker	None	None	None		TIR Missed:	No	TIR:	0.18
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.18
INC000000433476	Ali Rasheed	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.97
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.97
INC000000433477	David Ostrom	Telecom	None	None		TIR Missed:	No	TIR:	0.68
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.71
INC000000433479	Connie Dumas	None	None	None		TIR Missed:	No	TIR:	0.06
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.24

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INC000000433484	Jon Brewer	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.02
INC000000433487	Jennifer Owens	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433488	Jennifer Owens	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433492	David Whiteside	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433523	Melodee Williams	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000433532	Stella L Salazar	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000433594	Peggy Duncan	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433614	Scott J Clark	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433618	Stacy Stenovich	Application	Error	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433661	Amanda Hopp	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.89
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.89
INC000000433667	Lisa D Dowling	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000433678	Alicia Rodgers	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000433689	Nune Phillips	Network	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000433729	Joann Wetzel	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.89
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.89
INC000000433747	Lynn Thomas	Telecom	Area Code	Telephone		TIR Missed:	No	TIR:	0.16
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000433776	Brady Olsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000433786	Brenda Duvall	None	None	None		TIR Missed:	No	TIR:	0.44
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.75

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INC000000433789	Marilyn Larsen Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433820	Susy M Westphal Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000433834	Christine Mayne Rural North Desktop Support	PC/Laptop Kim Ratushniak	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.99
INC000000433844	David Moore Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000433845	Isaac Collard Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.49
INC000000433853	Joseph Knudson Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.43
INC000000433862	Lorri Economy Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433880	Jennifer Reynolds Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433887	Robert Moyer Metro A Desktop Support	PC/Laptop Edward Fortner	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.48
INC000000433895	Elaine Montoya Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.64
INC000000433920	Jody McMillan Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433976	Aly Scovil Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433992	Jane Broadhead Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000433998	Timothy Budd Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434036	Chris Reed Metro A Desktop Support	Application Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 1.59
INC000000434051	Nune Phillips Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000434060	Brian Prettyman Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55

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INC000000434066	Carrie Peterson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434067	Son Chau Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434082	Alexia Murphy Metro A Desktop Support	Wireless Connectivity Tracy VanderVaart	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
INC000000434105	Sherry Bird Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000434110	Mike Miller Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434111	Jesi Wasden Metro A Desktop Support	PC/Laptop Mike Beynon	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78
INC000000434127	Vilma Flores Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434141	Debbie Torres Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000434197	Darrin Nielsen Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000434208	Lori Jacobazzi Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.35
INC000000434258	Estefana Gutierrez Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000434302	Nikole B Snyder Application Support - Thin Client	PC/Laptop Bonnie Snider	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.11
INC000000434325	Kimberly Reyburn Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000434346	Vint DeGraw Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.70
INC000000434351	Dyann Smoot Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000434354	Vint DeGraw Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000434365	Rebecca Weston Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12

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INC000000434366	Jason Allcott	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000434378	Brenda Johnson	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	N/A	TTR:	
INC000000434388	Rowena York	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434396	Robert Ferreira	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000434440	Merrill Black	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000434446	Chris Williams	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434453	Ann Stockham	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000434458	Martha Soto	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000434530	Dennie Tsuya	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434540	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434542	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434544	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434546	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434547	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434548	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434549	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434550	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000434553	Janet Jolley	Application	Error	DWS Capture		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000434581	Liz Lobato	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	4.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.59
INC000000434644	Debbie Westbroek	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434645	Debbie Westbroek	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434681	Valerie Argyle	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434681	Valerie Argyle	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434692	Phuc Nguyen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434716	Vanessa Washington	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434717	Mark Evans	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434719	Janet Romo	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434721	Joanne Nunes	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434726	Estefana Gutierrez	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000434737	Mark Evans	Network	Error	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434743	Roman Rubalcava	Network	Error	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434749	Greg Paras	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.63
INC000000434765	David Anthony	Telecom	Dial Tone	Telephone		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.22
INC000000434772	Teresa Gentry	Network	Password	Novell eDirectory		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.46

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INC000000434783	Darl Valdez	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.46
INC000000434793	Felicia Kinder	Application	Error	None	TIR Missed: No	TIR: 0.15
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.15
INC000000434798	Candace Gray	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000434804	Connie Grace	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.40
INC000000434811	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000434837	Connie Bell	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.16
INC000000434858	JaNea Lund	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000434865	Christi Seger	None	None	None	TIR Missed: No	TIR: 0.73
	Application Support - Single Signon	Justin Miller	Workforce Services	Low Resolved	TTR Missed: No	TTR: 5.62
INC000000434871	Brian Smith	Application	Error	Novell iPrint	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.09
INC000000434873	Gary C Williams	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000434875	Teresa Meyer	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.06
INC000000434876	Jonathan Mathews	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.04
INC000000434878	Ryan Budge	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000434904	Linda Kinder	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.10
INC000000434940	Jonathan R Fatz	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.07
INC000000434983	David Chatterley	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000435033	Karen Quackenbush	Telecom	Feature	Telephone	TIR Missed: No	TIR: 0.33
	Voice Operations	Gail Christiansen	Workforce Services	Medium Resolved	TTR Missed: No	TTR: 0.33

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INC000000435042	Tim Davies	None	None	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.45
INC000000435068	Sheila Sconiers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.22
INC000000435069	Cassidy Carter	Application	Error	Utah Works	TIR Missed: Yes	TIR: 4.19
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 4.19
INC000000435077	Pat Paulson	Application	Error	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low Resolved	TTR Missed: No	TTR: 5.94
INC000000435115	Natalie Hendrickson	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR: 0.19
	Voice Operations	Gail Christiansen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.19
INC000000435134	Cassidy Carter	Application	Error	Utah Works	TIR Missed: Yes	TIR: 2.93
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.93
INC000000435144	Debbie Westbroek	None	None	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000435147	Bret Lucas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000435150	Robert Birkinshaw	Network	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.42
INC000000435166	Thomas Longmore	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Capitol Hosting	Mike Tyrrell	Workforce Services	Low Resolved	TTR Missed: No	TTR: 3.32
INC000000435175	Lynn Adams	Network	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.10
INC000000435200	Shauna Havey	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000435215	Melodee Williams	Application	Error	Utah Works	TIR Missed: No	TIR: 0.88
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.88
INC000000435262	Pamela Surakhun	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000435288	Vicki Fenton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000435291	Sarka Dever	Network	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000435297	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000435299	Randi Carter Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000435309	Shauna Vigil Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000435316	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435329	Patrice West Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000435339	Chris Reed Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435341	Yvonne Krause Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.72
INC000000435353	Lidya Hardy Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.93
INC000000435356	Thomas Longmore Voice Operations	Telecom Leon Owen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.50
INC000000435369	Randilee Spencer Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435410	Pam Larsen Operations Production Control	Application Duane Hardy	Error Workforce Services	DWS Web Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.76
INC000000435423	Alicia Rodgers Network Operations	Network Dave Bodily	Error Workforce Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000435437	Yvonne Krause Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.66
INC000000435441	Sarka Dever Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435447	Deborah Servis Application Services	Application Martin Gonzalez	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 2.00
INC000000435460	Danielle Deming Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435473	Danielle Deming Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435483	Debbie Sheldon Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000435493	Merrill Black Operations Production Control	Application Duane Hardy	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 4.08
INC000000435588	Mark Tilby Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000435599	Carolyn Nay Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.15
INC000000435691	Susan Kirby Metro B Desktop Support	Network Michael Barth	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.75
INC000000435704	Cynthia McDaniel Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	DWS Intranet Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000435710	Sandy Flores Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.76
INC000000435724	Mohamed Ahmed Voice Operations	Telecom Britany Finlay	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 0.53
INC000000435738	Patricia Kamai Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000435742	Ashley Nielsen Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000435746	Deeann Marroquin Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 0.62
INC000000435748	Rowena York Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.17
INC000000435756	Katherine Neal Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000435759	Leslie Minaya Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.81
INC000000435782	Penni Dehaan Metro A Desktop Support	Remote Connectivity Robert Wall	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 0.60
INC000000435788	Elizabeth Fitzpatrick Rural South Desktop Support	Network Ryan Bennett	Performance Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.23 TTR: 1.23
INC000000435799	Melanie Kennedy Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000435818	Melanie Kennedy Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000435821	Marta Polanco Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435826	Steve Leyba Metro A Desktop Support	Network Mike Beynon	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000435827	Frances Curley Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000435830	Alicia Rodgers Network Operations	Network Dave Bodily	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 3.34
INC000000435837	Veronica Wian Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435861	Trish West Network Operations	Network Brian Chatwin	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.70
INC000000435864	Jessica Staker Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 2.44
INC000000435871	Jenica Sheldon Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.51
INC000000435872	Yvette Woodland Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000435906	Peggy Barton Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.41
INC000000435914	Mary Hualde Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.16
INC000000435917	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435918	Kelly Thornton Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000435953	Ha Kim Nguyen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Computerized Unemployment B Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000435958	Jolie Bevers Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000435968	Karen Hess Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000436025	Dominika Hajnova Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12

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INC000000436042	Gary Waters Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Incident Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.20
INC000000436045	Tracy Barrera Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000436110	Jennifer Doxey Metro A Help Desk	Remote Connectivity Cindy Schroeder	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000436115	Zenaida Martinez Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000436194	Peggy Hammer Rural North Desktop Support	Print/Copy/Scan/Fax Dane Smith	Error Code Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.82
INC000000436203	Shirley Hilton Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000436304	Melissa Presley Metro B Desktop Support	Wireless Connectivity Sean Chadbourne	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000436318	Ammi Tracy Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000436323	Laura Pearson Rural South Desktop Support	PC/Laptop Scott Jesienouski	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000436346	Selma Meono Rural Central Desktop Support	None Paul Petersen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.12
INC000000436354	Elizabeth Thorpe Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.36
INC000000436355	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000436376	Ruby Blank Help Desk	Application Vicky Marrelli	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000436377	Kristi Manseau Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.67
INC000000436382	John Evans Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.76
INC000000436425	Lien Le Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000436427	Mike Miller Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000436436	Joanne Nunes	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.17
INC000000436445	Tracy Barrera	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436453	Debbie Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436456	Lisa C Peterson	None	None	None		TIR Missed:	No	TIR:	0.19
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000436458	Lida Khoshal	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.13
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.37
INC000000436463	Sharon Pantone	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000436465	Amber Trussell	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000436468	Solomon Scheidell	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000436469	Chad Charlesworth	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000436470	Rochele Jackson	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000436471	Tracy Barrera	Remote Connectivity	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000436472	Sandra Evans	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000436487	Debbie Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436491	Gary Reid	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000436525	Denise Clark	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000436534	Martin Palmer	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436545	Denise Clark	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000436571	Brian Smith	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000436578	Brian Smith	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000436580	Selma Meono	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000436623	Alicia Rodgers	Application	Error	None		TIR Missed:	No	TIR:	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000436624	Karen Conley	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436639	Yvette Woodland	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436642	April Larsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.46
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.39
INC000000436648	David Anthony	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.75
INC000000436649	Colleen Johnson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.77
INC000000436669	Vickie Olsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.20
INC000000436677	Sheila Sconiers	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436694	Nycole Tylka	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436695	Kristen Floyd	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000436702	Nycole Tylka	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436705	Janean Justham	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.34
INC000000436860	Sherilyn Olsen	Application	Error	Acrobat Reader		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.68
INC000000436862	Junie Anderson	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.67

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INC000000436863	Lesnie Foster	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000436865	Randy Simon	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.61
INC000000436869	Jeanne McGavin	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.59
INC000000436878	Carol Conti	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.52
INC000000436886	Gloria Bock	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.47
INC000000436960	Doug Larsen	None	None	None		TIR Missed:	No	TIR:	0.03
	Application Support - Data Warehoush	Shana Shirts	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000436968	Judy Ward	Application	Error	Business Intelligence Tool		TIR Missed:	No	TIR:	0.00
	Capitol Hosting	Matt Dunlap	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436973	Jane Burt	Application	Error	Business Intelligence Tool		TIR Missed:	No	TIR:	0.00
	Capitol Hosting	Matt Dunlap	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000436974	Ruby Blank	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.35
INC000000436979	Connie Grace	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000436993	Clint Beebe	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436995	Peggy Duncan	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000436997	Sandy Flores	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437008	Dan Marrs	None	None	None		TIR Missed:	No	TIR:	0.20
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.63
INC000000437009	Jana Nell	Application	Error	Avaya IP Softphone		TIR Missed:	No	TIR:	0.26
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.27
INC000000437010	Karen Shepherd	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437019	Chris Kunej	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	N/A	TTR:	

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INC000000437019	Chris Kunej Metro A Desktop Support	Network Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: N/A	TIR: TTR:	0.27
INC000000437026	Sandy Flores Help Desk	Application Brenda Treadway	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437027	Tina Dunyon Metro A Desktop Support	Network Mike Wilde	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437029	May Chanthapannha Help Desk	Application Vicky Marrelli	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437042	Vivian Brown Rural South Desktop Support	None Scott Jesienouski	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437045	Nycole Tylka Metro A Help Desk	Application Ed Conrad	Error Workforce Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437046	Jackie Dalton Metro D Help Desk	Print/Copy/Scan/Fax Jed Patrick	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437049	Dora Ward Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437062	Nan Powell Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437071	Bettina Smith Metro A Desktop Support	Application Robert Wall	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437078	Helen Hanson Rural North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05
INC000000437079	Cecilia Giron Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57
INC000000437082	Tracy Barrera Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437087	Lela King Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437118	Kathleen Leiker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437137	Vaiolini Poli Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000437149	Dominika Hajnova Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000437177	Jeff Shockley	Network	Password	DWS Web		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000437203	Martha Soto	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.50
INC000000437220	Jennifer Owens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437222	Jennifer Owens	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437224	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437225	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437227	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437228	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437263	Jacki Randolph	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.94
INC000000437282	Shirley Renz	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.65
INC000000437295	Sherra Lynn Westover	Application	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.53
INC000000437304	Shirley Renz	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.74
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.37
INC000000437307	Mike Miller	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437317	Rick Brenkmann	None	None	None		TIR Missed: No	TIR: 0.16
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000437319	Vaiolini Poli	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.00
	Application Support - CUBS	Weston Gross	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 7.59
INC000000437340	Delene Bourdeau	Application	Error	Utah Works		TIR Missed: Yes	TIR: 2.06
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.06
INC000000437353	Lyle Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000437359	Marilyn Larsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437365	Suzan Pixton	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.62
INC000000437368	April Gerber	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000437376	Shirley Renz	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.00
	Strategic Communications	Luis Larios	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.04
INC000000437392	Barbara R Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437393	Koral Vasquez	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437429	Rebecca D Anderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437445	Ashley Baker	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437449	Jayme Schlangen	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437450	Jodie Ward	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437451	Dave Herrera	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437453	Kim Wilcox	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437457	Elizabeth Thorpe	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437459	Valerie Martin	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437462	Marcel Larsen Jones	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437463	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437466	Dave Herrera	Application	None	Medicaid Managed Care System		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.21

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INC000000437471	Ronda Kelly Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000437474	Shane ODell Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000437483	Karin Allen Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.42
INC000000437484	Valerie Seidel Help Desk	Network James Stearns	Incident Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000437486	Bradley Salmond Metro A Desktop Support	Application Robert Wall	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 2.33
INC000000437491	Sharla Anderson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000437506	Junie Anderson Application Support - CUBS	Application Weston Gross	Error Workforce Services	Computerized Unemployment B Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.49 1.49
INC000000437512	Moriah Stucki Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Computerized Unemployment B Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
INC000000437516	Dave Lewis Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000437524	Wendy Rosenthal Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000437533	Darrin Nielsen Rural Central Desktop Support	Print/Copy/Scan/Fax Todd Hardy	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.09
INC000000437535	Darrin Nielsen Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.06
INC000000437539	Melauni Jensen Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000437544	Lyndie Thornton Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000437551	Kathryn Grover Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000437565	Rich Mackay Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000437577	Tori Henson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000437578	Tricia Longest	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.63
	Application Support - EREP	David Moffitt	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.64
INC000000437579	Brandon Andersen	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.16
	Voice Operations	Leon Owen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.16
INC000000437581	Brenda Martin	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437583	Debra Warrington	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437584	Mary Conder	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437585	Michelle Toa	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437586	Michelle Toa	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437587	Janice Bitsoie	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437588	Kaylin Bang	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437589	James McCoy	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437591	Mary Zorn	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437593	Debra Slotboom	Telecom	None	Telephone	TIR Missed: No	TIR: 0.54
	Voice Operations	Britany Finlay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.54
INC000000437602	Michelle W Christensen	Application	Error	Utah Works	TIR Missed: No	TIR: 0.78
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.78
INC000000437603	Vaiolini Poli	Application	Error	Novell Messenger	TIR Missed: No	TIR: 0.53
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.17
INC000000437604	Clint Beebe	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.20
INC000000437606	Kasia Tuaitanu	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Hosting	None	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000437617	Marlene Lindsey	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.06

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INC000000437618	Melissa Romero-McKean	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437619	Amie Graff	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437620	Katherine Abel	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437625	Rebecca D Anderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437627	Amber Snow	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.58
INC000000437628	Nathan Kuhn	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.34
INC000000437643	Jolyn Bevan	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437646	Matthew Forsyth	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437650	Shirley Renz	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000437659	Jennifer Asplund	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437661	Amber Johnston	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437665	Rebecca Pace	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437667	Mona Kadir	Application	Password	DWS Intranet		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000437671	Kaylin Bang	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437672	Mary Zorn	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000437675	Kenneth Martinez	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.13
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000437677	Dave Herrera	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	

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Workforce Services

INC000000437680	Ruby Blank	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.51
INC000000437710	Elizabeth Carver	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.84
INC000000437721	Gregory Whittaker	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437724	Demetria Keele	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.23
INC000000437726	Dawna Kranendonk	Application	Error	DWS Web		TIR Missed: No	TIR: 0.04
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000437730	Terry MacFarlane	Network	Error	DWS Web		TIR Missed: No	TIR: 0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000437753	Ali Rasheed	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.81
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.81
INC000000437763	Gaylinn Frandsen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437768	Vanessa Mann	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.82
INC000000437772	Dave Brown	Application	Error	Utah Works		TIR Missed: No	TIR: 0.51
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.51
INC000000437780	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437805	Michelle W Christensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00